Healthcare’s Shift to Virtual Connection during COVID-19 Crisis Explored by The Beryl Institute

New white paper examines opportunity to elevate human experience during pandemic and beyond

Nashville, TN (July 16, 2020) – Reinforcing its commitment to elevate the human experience in healthcare, The Beryl Institute publishes a new white paper, *Maintaining Human Experience in a New Era of Virtual Connection in Healthcare*. This paper is grounded in firsthand accounts from organizations and patients and family members who highlight the cause and effect of virtual solutions in medical environments. Participants illustrate the necessity of virtual connection during the COVID-19 crisis in order to maintain the human experience in healthcare.

The virtual connections explored in the paper include the transition to solutions such as telehealth, virtual patient check-in, virtual visits with families, virtual rounding and adaptations to palliative care. Specific examples are provided from individual’s experiences as well as the challenges encountered in making these technology-enabled changes to healthcare practices. Furthermore, the paper depicts how many of these transitions, born from the current healthcare crisis, will be ongoing, changing the nature of human connection in healthcare permanently.

The white paper concludes with the lessons learned and takeaways from this time during the COVID-19 pandemic, such as the importance of technology training, the essential follow-up post virtual visit and the fact that technology and new innovations will bolster human experience, but not replace it.

“This moment and this need for virtual connection in healthcare was seeded before the current crisis ever began, but it has been catalyzed in ways that we could not have imagined,” said Jason Wolf, Ph.D., CPXP, President & CEO of The Beryl Institute. “This needed shift and the future path it paints for healthcare reinforces an essential idea for healthcare; it is in our capacity to care for and connect with one another, regardless of the means we use, that we will succeed.”

We would like to thank contributors from the following healthcare organizations:

- AdventHealth
- Barnes-Jewish Hospital
- Baystate Health
- Cleveland Clinic
- InnovaCare Health
- Mayo Clinic Health System
- MD Anderson Cancer Center
- NewYork-Presbyterian
- Northwell Health
- Stanford Health Care
- Sutter Health
- The University of Chicago Medicine
- UAB Health System
- UC Health
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About The Beryl Institute:

The Beryl Institute is the global community of practice committed to elevating the human experience in healthcare. We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve. We define patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.