Patient Experience Innovation Award Recipients Announced by The Beryl Institute

Annual award celebrates innovations from organizations, patient/family advisors and individual healthcare professionals

Nashville, Tenn. (April 23, 2020) – Acknowledging the great work happening across the globe to improve the human experience in healthcare, The Beryl Institute announces recipients of the 2020 Patient Experience (PX) Innovation Awards. The PX Innovation Awards celebrate efforts to change cultures, implement new strategies and build true partnerships with patients and families. The awards recognize innovations from organizations, patient/family advisors and individual healthcare professionals.

The 2020 PX Innovation Award recipients are:

- **Organizational Innovation Award** – *InnovaCare Health*
  Puerto Rico faces unique challenges, including a disproportionately high percentage of seniors, poor infrastructure, provider shortages, hurricane damage and decades of population decline. InnovaCare Health, through its subsidiaries, launched a triad of innovative programs that are positively impacting the health of their senior population.

- **Innovative Healthcare Professional Award** – *Dr. Julie Kennedy Oehlert, Vidant Health*
  Dr. Oehlert’s innovative approach inspires executives, leaders, providers and team members throughout the system to strengthen shared partnerships by demonstrating love and empathy for one another, which translates to a connection back to purpose and creates a culture that supports joy in work.

- **Innovative Patient/Family Advisor Award** – *Corey Kimpson, Cambridge Memorial Hospital*
  Kimpson leads by example. Her involvement in the strategic planning process has led the hospital and her colleagues to explore new opportunities to integrate the patient voice into CMH’s culture. As part of the strategic plan that Corey influenced, the hospital is furthering its commitment to integrate patients into the co-design of care.

“We received many inspiring submissions for each category and our selection committee worked hard to evaluate each submission,” said Tiffany Christensen, CPXP, Vice President, Experience Integration, The Beryl Institute. “We are proud to celebrate the winners and are equally excited to see the abundance of positive work happening to elevate the human experience in healthcare.”

To view videos about each recipient and learn more about the PX Innovation Awards, visit: https://www.theberylinstitute.org/PXInnovationAwards

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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.