

THE BERYL
INSTITUTE

2023

YEAR IN
REVIEW



Elevating the
Human Experience
in Healthcare

THE BERYL INSTITUTE

The Beryl Institute is a global community of healthcare professionals and experience champions committed to transforming the human experience in healthcare. As a pioneer and leader of the experience movement and patient experience profession for more than a decade, the Institute offers unparalleled access to unbiased research and proven practices, networking and professional development opportunities and a safe, neutral space to exchange ideas and learn from others.

We define the patient experience as the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care. We believe human experience is grounded in the experiences of patients & families, members of the healthcare workforce and the communities they serve.

It is said that hindsight is 20-20. I would offer that there is something greater to be found in reflection. We do not look back for what could have been, but rather for the inspiration in what was.

It is truly a humbling experience to have the chance to see what so many have done for one another in our community in the past year. The foundational value of The Beryl Institute since we started as a global membership community has been collaboration; our overall success is driven by a willingness to partner with others in the sharing of ideas, information, and actions.

In a year that felt far beyond the heights of the pandemic, so many of us still felt its lingering grip. Our community members were focused on addressing the needs of a healthcare workforce under great stress and strain while navigating financial times, calling for us to do more with less. Patients and care partners were challenged with continued issues of access and availability of care, while they sought ways to reengage their voice in the healthcare system overall. Solution providers had to manage their own efforts in a moment of limited resources but great need. And these patterns were revealed all around the globe.

We too lost a dear friend and colleague, Tiffany Christensen. Tiffany was the ultimate champion for the lived experience. She worked relentlessly to ensure the voices of all who healthcare serves are heard, respected, and acted on. While her star may have gone out, her light and its warmth, her call for us to move forward with purpose, never will.

Through all these realities, a core characteristic at the heart of our global community rose up – a spirit of generosity. In the face of what could stop us or pull us away from one another, we stepped closer. In a time when we might slide back to the base needs of competitive advantage for survival, we continued to open ourselves up and share our ideas and actions. This was a key element of the Experience Era I saw emerging in 2016 – to share wildly and steal willingly – that “in a collective commitment of healthcare to care for the communities we serve, the differentiator should not be the secrets of great experience, but rather a commitment to execute on those ideas and a consistency in how organizations deliver on that promise.”

That is what you will see in all that follows, examples of hundreds of community members and leaders sharing their ideas in various ways – from almost 500 new discussion threads in PX Connect to 150 speakers helping educate us at ELEVATE PX. We saw over 12,000 individuals engage in Institute webinars and celebrated 10 years since the launch of Patient Experience Journal with 512 articles now published from authors around the world. The numbers are more than data. They reflect a clear and shared commitment. They represent people seeking and sharing knowledge. They exemplify the possibility of and hope for a better healthcare system for all engaged.

As we look at 2023, perhaps the central idea reaffirmed in the State of Human Experience 2023 reflects it best: “Experience as a concept in healthcare has always been one that has brought us together. As no matter where we stand in the world, we are first human beings. We share many of the same basic needs, hopes, and desires. While healthcare systems, and more broadly economic and political realities, may differ depending on where we are around the world, a commitment to experience unites us; it is a common bond.”

It is that common bond that frames all that we have accomplished as a community in the year gone by. More importantly, it is all that will push us forward in the year ahead. As we travel through turbulent times, we see bright horizons where experience has elevated itself beyond conversations on scores to a true effort to act on what matters to patients and families, the healthcare workforce, and the communities we serve.

That is what this year in review shows us most of all: the power of a collective community to stand for something more and the beauty of a collective community to stand together. For that, I am forever grateful to all of you for what you have given, for your commitment to this community, and for your generosity with one another.

Here is to all we will create in the year ahead...together.



Jason A. Wolf, PhD, CPXP
President & CEO

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Signatures

Since launching in 2021, **94 organizations** and **1,462 individuals** have signed the Declaration for Human Experience, aligning their words and actions to move this cause forward, committing to excellence in the human experience for patients, the healthcare workforce and the communities we serve. You can still sign the declaration at transformhx.org.

Declaration for Human Experience

Our shared experience through the pandemic has shifted the foundation of healthcare forever, exposing systemic weaknesses and wounds that can no longer go untreated.

Healthcare professionals and organizations have strived to respond to the needs of patients and the communities they serve with compassion and clinical excellence. Even as hospitals push beyond capacity, the challenges of adequate staffing and supply levels persist and exhaustion is overwhelming the healthcare workforce.

At the same time, the devastating impact of systemic disparities, inequities and injustices remains painfully apparent, effecting the essential issues of access to care, affordability and quality outcomes.

These issues, that lived just beneath the surface well before the pandemic, come with a heavy price. They call for a fundamental shift in thinking and direction.

We are now at a critical inflection point. There is no normal to which to return; and those who slide back to old ways, either intentionally searching for the comforts of the past or due to lack of clarity on how to push forward, are likely to become obsolete in our new world.

This reality calls on us to forge a new existence that begins with looking beyond the distinct silos of patient experience, employee engagement and community health, to focus on the common thread that binds each of these areas together—the human experience.

By elevating and transforming the human experience in healthcare, we can create a more effective, responsive and equitable healthcare system that results in better experiences and outcomes for patients of all backgrounds, a more supportive, energizing and collaborative environment for healthcare professionals and healthier communities that break down barriers to care.

We are called to lead courageously with the understanding that we are, first and foremost, human beings caring for human beings. In answering this call, we commit to:

- Acknowledge and dismantle systemic racism and prejudice, tackle disparities and provide the highest-quality, most equitable care possible.
- Understand and act on the needs and vulnerabilities of the healthcare workforce to honor their commitment and reaffirm and reenergize their purpose.
- Recognize and maintain a focus on what matters most to patients, their family members and care partners to ensure unparalleled care and a commitment to health and well-being.
- Collaborate through shared learning within and between organizations, systems and the broader healthcare continuum to forge a bold new path to a more human-centered, equitable and effective healthcare system.

Community Profile

Our community shares a passion for improving the healthcare experiences of patients, their families, and caregivers.

We were excited to welcome **27 new organizational members** in 2023:



60,000+

Community members



80+

Countries represented



6,900+

Healthcare organizations

- 26Health
- Cameron Memorial Community Hospital
- Community Hospital
- Cook County Health and Hospitals System
- Davis Health System
- East Alabama Health
- Eating Recovery Center LLC
- Headwaters Health Care Centre
- JPS Health Network
- Juan F. Luis Hospital and Medical Center
- MarinHealth Medical Center
- Niagara Health System
- Nicklaus Children's Health System
- Nor-Lea Hospital District
- Northumberland Hills Hospital
- Purple House Services
- Reading Hospital
- Roswell Park Comprehensive Cancer Center
- Shannon Health
- Summit Pacific Medical Center
- UConn Health
- UF Health Jacksonville
- University of Colorado Medicine
- University of Illinois Chicago
- University of Tennessee Medical Center
- University of Vermont Medical Center
- Walker Info

Advocacy



The Patient Experience Policy Forum (PXPF) is a broad-based coalition of healthcare organizations and patient and family advisors engaged in advocacy and action to give a greater voice in healthcare policy to those working to improve the patient and family experience.

Executive Board Co-Chairs



Shari Berman
Patient Advisor, Boston, MA



Rick Evans
SVP and Chief Experience Officer
NewYork-Presbyterian

In 2023, PXPF:

- Continued dialogue with CMS leadership about improving and evolving patient experience measurement which were validated in changes to HCAHPS announced in mid-2023.
- Engaged in dialogue with CMS about the new OAS-CAHPS measurement structure and how it can be improved as new public reporting functions become live in 2024.
- Strengthened the PXPF Board by introducing new members, ensuring a more diverse and balanced representation to enhance key stakeholder engagement and involvement.
- Advocated for the better collection of SOGI data to have a deeper and broader understanding of patient voice.



Released in May, “Best Practices for Collecting Self-Reported Patient Demographic Data - Collecting data for us and not about us.” describes why it is so important to collect REaL and SOGI data and highlights best practices for collection of these data.

Connections

As a global (and virtual) community of practice committed to elevating the human experience in healthcare, we also believe the opportunity for connection, learning and expanding our conversation must be sustained. The Institute continued to provide a variety of virtual connections for the community to engage and network with others, share ideas on how to improve the patient experience and gain perspectives from other likeminded individuals.



PX Connect 2023

We were excited to see our online community PX Connect continue to provide an opportunity for members to exchange ideas, share resources and connect with one another.

We have a total of 30,555 active registered users with PX Connect accounts. In 2023, there were 490 new discussion threads/conversations and 1,928 posts.

Top Ten Discussion Topics:

1. Building a World-Class Patient and Family Advisory Council
2. Phone Etiquette Training Recommendations
3. Patient Relations Department structure and duties
4. What to say instead of "we're short staffed"
5. (5 Year) Strategic Plan for Volunteer Services
6. Patient and Family Seal of Approval
7. Sharing Patient Comments Internally
8. Commit to Sit
9. Mental and Behavioral Health - Human Experience
10. PX Strategy aligned to Experience Framework

ELEVATE PX

The Institute continued to meet the needs and desires of the community by designing and offering an event that was sure to be like no other experience.

We continued our hybrid model, which allowed virtual participants to access live keynote sessions and participate in engaging PX Chats for virtual connection.

All participants had the opportunity to earn up to 27 CE credits for keynotes and breakout sessions with an opportunity to watch on-demand replays up to 30 days after the event.

Presenters comprised the voices of patients, families, caregivers, hospital executives, physicians, consultants, nurses and industry leaders sharing proven practices, innovations and strategies. Sessions were categorized by the eight strategic lenses of the Experience Framework:

- Culture & Leadership
- Infrastructure & Governance
- Staff & Provider Engagement
- Policy & Measurement
- Environment & Hospitality
- Innovation & Technology
- Patient, Family & Community Engagement
- Quality & Clinical Excellence

We continued our community gatherings, welcoming participants from the Patient Advocacy, Physician, Ambulatory, Patient and Care Partner, Pediatrics and Volunteer Professionals communities.

To support engaging more patients and family members in the overall patient experience conversation, we were excited to offer **three** scholarships to ELEVATE PX for patients and family members actively engaged in improving healthcare as well as to all members of our Global Patient and Family Advisory Board.

In 2023, we welcomed **1141 participants (742 in person, 399 virtual)**.



4
Keynotes

56
Breakout Sessions

34
Poster Sessions

153
Speakers

35
Exhibitors

Special Interest Communities

Special Interest Communities serve as a connection among healthcare leaders committed to improving the patient experience in an identified role or area of interest. They foster collaboration and offer a venue for sharing ideas, practices, challenges and opportunities.

Each community offers:

- A library of curated content supporting the community theme, including PX papers, webinar recordings, PX learning bites, blogs and other resources
- An online community discussion platform and resource library available through the PX Connect Community
- Events and networking opportunities, including an annual gathering at the global patient experience event, Elevate PX
- A regular email newsletter highlighting new resources and upcoming events

Our current special interest communities include:

- Ambulatory Care Community
- Patient Advocacy Community
- Patient and Care Partner Community
- Pediatric Community
- Volunteer Professionals Community
- Long-Term Care Community

Experience Leaders Circle

The Experience Leaders Circle (XLC) remained a highly active group in completing its 4th year. XLC continues to engage almost 40 Chief Experience Officer (CXOs) and Senior Experience Leaders in a comprehensive conversation on issues, challenges, and opportunities in addressing experience with a strategic perspective.

The group continued to meet twice monthly on critical issues impacting the human experience and led two critical conversations on experience structure and strategy and on building the value case on an investment in human experience.

The group authored a comprehensive study and paper, "The Human Experience Imperative: Practical insights for executives on organizational strategy, structure and impact." The paper identified the critical reasons healthcare leaders today must invest in experience leadership and structure, revealing six reasons why a dedicated experience effort and a structure to support it are essential to becoming a provider of choice. It suggested seven positive outcomes imperative for healthcare executives to consider. As XLC transitions to 2024, extensive work is underway on building the value case for experience and a pending paper on the topic due out in early 2024.

XLC 2023 included leaders from the following organizations:

- AdventHealth
- Adventist Health
- Atrium Health
- Baystate Medical Center
- BJC HealthCare
- Cedars-Sinai Medical Center
- CHRISTUS Health
- Cone Health
- Cook Children's
- Dartmouth Hitchcock
- Department of the VA
- El Camino Health
- Essentia Health
- Froedtert Health
- Jefferson Health
- Lehigh Valley Health Network
- MaineHealth
- Mass General Brigham
- Mayo Clinic
- MD Anderson Cancer Center
- Methodist Health System
- NewYork-Presbyterian
- Northwell Health
- Northwest Community Healthcare
- Roswell Park Comprehensive Cancer Center
- Sharp HealthCare
- St. Luke's University Health Network
- Stanford Health Care
- Tampa General Hospital
- The University of Tennessee Medical Center
- Trinity Health
- UAB Health System
- UNC Health
- University of Maryland - Upper Chesapeake Health
- University of Maryland St. Joseph Medical Center
- Vanderbilt University Medical Center
- Vidant Health
- Wellstar Health System

PX Chats

Supporting our foundational value of collaboration, we continued PX Chats in 2023 to allow members of The Beryl Institute to connect for peer-to-peer conversations exploring some of healthcare's biggest challenges.

In 2023, we hosted **six PX chats**:

- Diversity, Equity and Inclusion
- Building and Engaging Your Patient and Family Advisory Council
- Supporting the Workforce
- Patient, Family & Community Engagement
- Lost Belongings
- Structuring Your PX Efforts

Connection Calls

Connection Calls provide opportunity for networking and idea sharing with peers. In addition to a discussion on a pre-announced topic, each call includes time for general discussion on the issues relevant to the community. In 2023, we recorded **9 connection calls** with members of the Institute.

Ambulatory Care Community

- Effective PX Training
- Measurement & Metrics to Drive Improvement

Patient Advocacy Community

- Protecting Mental Health
- Supporting Patient Advocates
- Rounding

Pediatric Community

- Emergency Room Ambassador Program

Volunteer Professionals Community

- Exploring In-Patient Volunteer Opportunities
- Onboarding and Recruitment
- Measuring Volunteer Impact

Celebration Weeks

National Volunteer Week - April 17 - 21, 2023

National Volunteer Week was established in 1974 to recognize and celebrate the efforts of volunteers across the country. It is a time to honor and thank hospital volunteers for their commitment to patient care and their compassion toward patients, staff, and the community.

Theme ideas for celebrating this year included:

- Volunteering: A Work of Heart
- We Can't Mask Our Gratitude
- Making a World of Difference

PX Week - April 24 - 28, 2023

Inspired by members of the Institute community, Patient Experience Week is an annual event to celebrate accomplishments, re-energize efforts, and honor the people who impact patient experience every day.





Speaking

Speakers from the Institute presented at **9 events** across the globe:

- BlueTree Dental - Annual Conference
- Cook Children's Health Care System - Leadership Planning Retreat
- Bowen Center - Keynote & Breakout Session
- Cassling - Keynote
- NRC Health - Annual Symposium
- Tennessee Healthcare Association - Nursing Home Care Conference
- MarinHealth - Annual Leadership Meeting
- Ministry of Health Latvia - International Conference
- NGPX - Annual Conference

Website Revamp

In conjunction with our community, we re-designed our website with a new look and feel for an enhanced user experience. Upgrades included:

- Search filters to find content more quickly
- Enhanced graphics to easily identify resource type
- Content clustering by topic area (based on the lenses of the Experience Framework)
- One-click downloading
- Improved user experience
- And more...

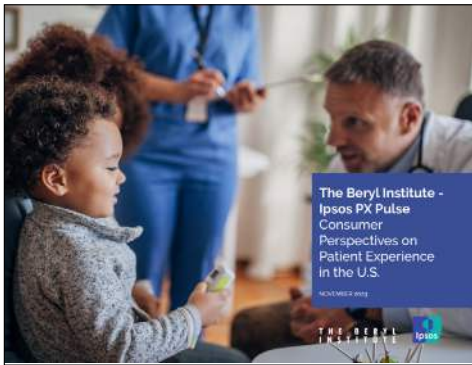


Resources

Elevating the human experience remained a top priority for healthcare in 2023. From innovative patient experience research to real-world experience improvement efforts, our library of resources continued to grow and expand topics across the continuum of care.

PX Pulse

Consumer Perspectives on Patient Experience in the U.S. In 2023, we were excited to release three issues of PX Pulse.



May - The first report pointed to affordability and access to hospitals and treatments as important issues to consumers. While consumer perception of quality and overall experience remained constant, experience in receiving an appointment, especially for urgent care, fell short of expectations.

July - The second report noted that affordability and access to hospitals and treatments continued as important issues to consumers. While consumer perception of quality and overall experience slipped, trust in healthcare services remained high.

November - The third report revealed that items of greatest importance to healthcare consumers remained consistent, but perspectives on the quality of care and overall experience saw the lowest scores in the last two years. This issue also explored the critical issues of trust, provider relationships, and providing feedback to healthcare organizations.

The State of Human Experience 2023: Affirming the Integrated Nature of Experience in Healthcare Today

Engaging voices from 33 countries, our latest biennial benchmarking study provided diverse perspectives on how organizations are executing on patient experience globally.

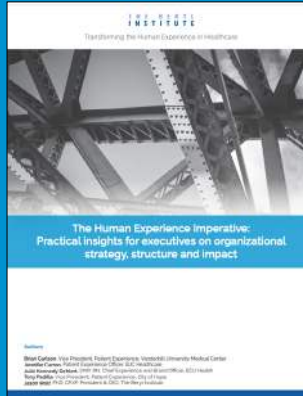
The seventh iteration of this study expanded its inquiry to explore the integration of patient, workforce and community experience that impact the human experience in healthcare.

A [companion webinar](#) explored the study's results and reflected on how the discoveries will guide toward a bold future for human experience in healthcare.

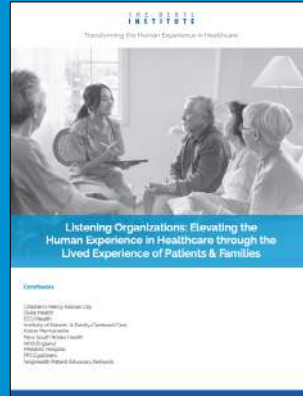


PX Papers

Central to our shared commitment to transform the human experience is this series of informative and thought-provoking publications that dig into the critical issues facing the healthcare industry today. We published **three PX papers** in 2023.



The Human Experience Imperative: Practical insights for executives on organizational strategy, structure and impact



Listening Organizations: Elevating the Human Experience in Healthcare through the Lived Experience of Patient & Families



Caring for the Workforce: Five Strategic Areas to Address Well-Being in Healthcare

Case Studies

Our ongoing case study series offers an exclusive look into current healthcare efforts, presented as both an opportunity to learn from others as well as a spark for further ideas on how we can work to improve the patient experience.



We published **thirteen case studies** in 2023:

- **Partnering to Reduce Falls: Keeping Patients Safe through Next Generation Technology**, Atrium Health & HatchMed
- **In-Language Communication Improves Patient & Family Experience**, Cincinnati Children's
- **Bridging the Gap: An Illustration of Partnership between Patients/Families & Social Workers**, Boston Children's
- **QR Codes in the ED: A Digital Tool for Improving Experience**, Stanford Health Care
- **The Loving Spirit of Leadership: Sustaining the Well-being of Staff Through COVID-19**, ECU Health
- **From Trauma to Transformation: Accident Victim Uses Her Experience to Improve Healthcare**, Nicole Rakowski
- **The Gumby Award: Maintaining a positive healthcare workforce culture in pandemic times and beyond**, Tampa General Hospital
- **"Hear with Heart:" Escape Room Training in Patient Belongings**, San Juan Regional Medical Center
- **Creating a Feedback Culture: Building a Workforce that can Effectively Manage Patient Feedback**, Alberta Health Services
- **Patient Experience Coaching in Ambulatory Care**, Marshfield Clinic
- **Sustaining a Patient Experience Framework via Huddle Communications**, Northwell Health
- **Aligning the Work of Patient Relations: The Value of an Operating Manual**, Yale NewHaven Health

Grant/Scholar Program

As part of our commitment to expanding the global conversation on the human experience, The Beryl Institute announced its 2023 Grant Awards to two organizations to support continued research. Now in its 14th year, the Patient Experience Grant Program continues to support healthcare organizations as they test ideas and efforts impacting the experiences of patients and families.

We awarded grants to **two healthcare organizations** in 2023:

Grant Recipients

- **Luminis Health, Annapolis, MD** - Can the implementation of dyad rounding (nurse/physician) positively influence the patient perception of nurse/physician communication and contribute to a reduction in length-of-stay?
- **University of Maryland St. Joseph Medical Center, Towson, MD** - How does the addition of a sensory-friendly, engaging and interdisciplinary space in the intensive care unit elevate the patient, colleague and community experience?



Grant Research Reports

To fulfill the obligations of the grant program, award recipients are asked to author a research report on the results of their project. Approved papers are published through The Beryl Institute.

We published **ten grant research reports** in 2023:

- **Integrating Recreational Art Activities into the Patient Experience** - Victoria Chahanovich, University of Maryland St. Joseph Medical Center
- **Maintaining Our Family Caregiver Holistic Program While Respecting COVID-19 Guidelines** - Phyllis S. Quinlan and Kathleen O'Kane, Cohen Children's Medical Center/A Division of Northwell Health
- **Reading2Connect®: An Innovation to Improve the Social-Emotional Wellbeing of Long-Term Care Residents** - Tabitha Cox, Susan Ostrowski, Amy Elliot, Ascension Living
- **We Hear You** - Michael Drummond, Providence Health System and Hear Me Now
- **What Matters to Patients? An ACO Patient Experience Pilot Program** - Pam McKinley, Adrian White, Stephanie Davis, D'Andrea Joiner, Angela Mitchell, Jessica Burks, Southwestern Health Resources
- **Patients' reasons for returning unplanned to the Emergency Department: A qualitative study** - Claire Hutchinson, Kate Curtis, Andrea McCloughen, NSW Health and The University of Sydney
- **Exploring descriptive characteristics of a patient experience leader within a hospital setting: A multimodal approach** - Agnes M. Barden, Nicole Giammarinaro, Natalie Rousseau, Carolyne K Burgess, Northwell Health
- **Patient Satisfaction and Experience of Limited English Proficiency Patients in Primary Care Clinics** - Sharon Cross, Cortney Forward, Ohio State University - Wexner Medical Center
- **Understanding Care Transitions Before, During and Following COVID-19: Patient/Family, Care Provider and System Experiences (2019 to 2022)** - Katharina Kovacs Burns, Marian George, Alberta Health Services
- **Design Labs: Collaborating with Stakeholders to Solve Healthcare Challenges** - Tammy Thompson, ECU Health



To Care is Human: A Patient Experience Podcast

HOSTED BY:



**Jason A. Wolf,
PhD, CPXP**

President & CEO
The Beryl Institute



Rikki Chadwick

Manager, Community
Experience
The Beryl Institute



Stacy Palmer, CPXP

Senior Vice President
& COO
The Beryl Institute



Amy Kwiatkowski

Manager, Community
Experience
The Beryl Institute

The Beryl Institute continued the To Care is Human Podcast series in 2023, allowing listeners to stay connected to the changing landscape of patient experience. Demonstrating our commitment to elevating the human experience in healthcare, we provided a platform for all voices in patient experience to be heard.

We published **nine episodes** in 2023:

- **A Conversation with Dr. Airica Steed, President & CEO of The MetroHealth System** - Dr. Airica Steed
- **Leading the Conversation: From Fence-Hopper to Top Doctor** - Dr. Alfredo Quiñones-Hinojosa
- **No More Pizza: Moving Forward with the Basics of Experience*** - Toya Gorley, Greg Makoul, NRC Health
- **Plan for a season. Stay a Lifetime.** - Amy Veneciano, UCSF
- **Healthcare's Renaissance to Digital Transformation*** - Dave Bennett, pCare
- **When We Share Our Stories, There's a Level of Healing** - Monica Jones, Children's Hospital of Philadelphia
- **We're All Human Beings, So Everything Is Human Experience** - Nicole Cable, CareMax
- **Creating a Culture of Caring with Concierge Services*** - Bill Mills, Best Upon Request
- **We're All Emotional Beings: That's What It Is to Be Human** - Ben Larsen, Baylor Scott & White Health

**Denotes a PX Marketplace podcast*



Patient Experience Blogs

PX blogs highlight the diverse expertise of our community. We posted **18 blogs** in 2023:

- **Perception is Everything: Managing Patient Perceptions with Heart** - Carole Stanford, Furlong Vision Correction
- **Zebras Among Us** - Risa Hanau, Authoracare
- **Veteran-Centered Complaint Resolution: VHA's Holistic Approach** - Clarice Graham, Veterans Health Administration
- **Improving the Diversity of Patient Partners** - Emily Newberry, Kaiser Permanente
- **The Role of Leaders in Improving Staff Experience** - Jessica Howe, Story County Medical Center
- **The Long Road to Dentistry** - Lacie Bourchard, Blue Tree Dental
- **Quality & Clinical Excellence: Four Ways of Promoting Co-design** - Rosie Bartel, The Beryl Institute's Global Patient and Family Advisory Board
- **Getting Back to Courtesy & Respect in Healthcare** - Christie Zachman, Unity Point
- **Managing pain for pediatric patients has lasting positive impact on children and families** - Viktoria De Jong, Starlight Children's Foundation
- **Environment & Hospitality: 4 Considerations for Creating an Excellent Experience for Patients and Families** - Jeff Cousins, The Beryl Institute's Global Patient and Family Advisory Board
- **Storytelling with a Purpose** - Rosie Bartel, The Beryl Institute's Global Patient and Family Advisory Board
- **Self-Care Leads to the Best Care!** - Dorothy Orłowski, Gaylord
- **Healing Forward: The Patient. The Provider. The Administrator.** - Arlene Karole, Independent Consultant
- **Culture & Leadership: The Impact of Patients and Families on Decision-Making** - Kelly Foran, The Beryl Institute's Global Patient and Family Advisory Board
- **Managing Patient Perceptions with Heart: 7 Essential Tips for Mastering Proper Phone Etiquette** - Christopher Taylor, Veterans Health Association
- **Become a Good Communicator Using 3 Simple Steps** - Debbie Young, Sutter Health
- **The Role of Servant Leadership in Employee Engagement & Job Satisfaction** - Priscilla DeLeon, Veterans Health Association
- **"Soul Snack LIVE!" Restores Staff Spirits** - Genevieve Navar Franklin, Kaiser Permanente
- **PFACs in 2024: Renew, Restore, and Revitalize for a Patient-Centric Future** - Deborah Ventz-Migneco, MODL, CPXP





Patient Experience Journal (PXJ)

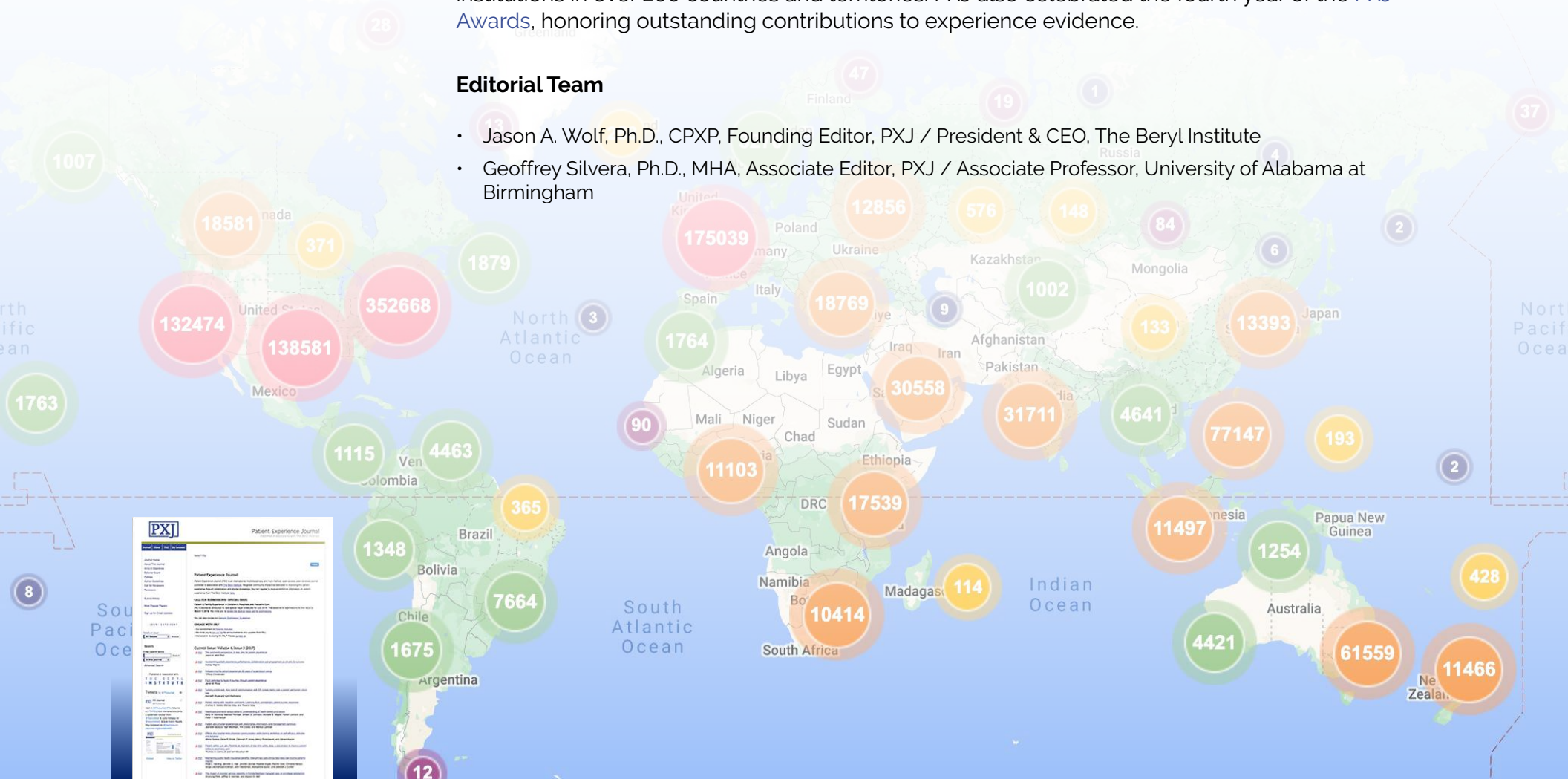
PXJ published **49 articles** in 2023. The Journal also celebrated its tenth anniversary, with **512 articles** published since its inception.

In addition to its two annual publications, PXJ also released its special issue on [Emerging Frontiers in Human Experience](#). This special issue provided a broad range of articles including commentaries, personal narratives, research studies, and case studies.

In 2023, PXJ articles were downloaded over 147,000 times, surpassing PXJ's 1.2 millionth article download since its launch in 2014. Articles were accessed by almost 5,000 organizations/institutions in over 200 countries and territories. PXJ also celebrated the fourth year of the [PXJ Awards](#), honoring outstanding contributions to experience evidence.

Editorial Team

- Jason A. Wolf, Ph.D., CPXP, Founding Editor, PXJ / President & CEO, The Beryl Institute
- Geoffrey Silvera, Ph.D., MHA, Associate Editor, PXJ / Associate Professor, University of Alabama at Birmingham



Learning


With an expanding interest in the field of patient experience, we continued to support the consistent and continuous development of patient experience professionals by providing relevant and community-developed learning opportunities for all stages in patient experience journeys.

PX Pathway

Shaped by the contributions and learnings of our community, these foundational frameworks provide a path to guide and assess your experience journey. Whether you are just getting started or are advanced in your efforts, each framework offers strategic concepts, suggests practical actions and links to applicable resources to support your work.

Guiding Principles

Foundational commitments to build your experience strategy



Experience Framework

Integrated strategy to frame your experience efforts



TransformHX

Roadmap to transform human experience in healthcare



PX101

Patient Experience 101 (PX 101) equips healthcare organizations with a foundational, easy-to-use learning package to support and enhance your culture of excellence by building patient experience knowledge and skills for all employees across an organization.

It has been exciting to see engagement grow since PX 101 became available in July 2018 with **86 organizations** using this educational resource. Organizations continue to explore this exciting resource and are in various stages of the implementation cycle.



Introduction to Patient Experience

In late 2022, we introduced a new program to educate, inspire and motivate the healthcare workforce.

Included with organizational membership, Introduction to Patient Experience supports your staff and clinicians to better understand core concepts associated with patient experience. This ultimately increases your organization's ability to improve experience for those giving and receiving care.

Since its release, **25 organizations** have signed on to the program:

- Authenticx
- Cambridge Memorial Hospital
- Central Maine Healthcare
- Childrens National Hospital
- Cook Children's Healthcare System
- Englewood Health
- Gov. Juan F. Luis Hospital
- Kaiser Permanente - Program Office
- Mercy
- Michigan Medicine
- MU Health Care
- Nicklaus Children's Health
- Parkland Hospital
- Phoenix Children's Hospital
- Self Regional Healthcare
- St. Joseph's Health Care London
- Sutter Health
- UCHealth
- UCI Health
- UConn Health
- University of MD Midtown
- University of Michigan Health-West
- University of Tennessee Medical Center
- University of Vermont Medical Center
- Walker Information

Fellow in Human Experience (FHX)

Built on the foundational learning in the Patient Experience Body of Knowledge, Fellow of Human Experience (FHX) candidates complete a year-long capstone project in which they address a specific issue in their organization or test a hypothesis focused on driving improvement.

In 2023, we awarded the designation to three recipients.



Dr. Ahmed A. Abdelkawy, MQM, CPHQ, CHS, CPXP, FPCC, FHX

King Faisal Medical Complex, Saudi Arabia

Research Title: *Impact of Improving Quality of Care on Patient Experience in the Emergency Department*



Ellen Franz, RN, MSN, CPXP, FHX

Lutheran Hospital of Indiana

Research Title: *The Travel Nurse Experience and its Impact on the Patient Experience*



Terry R Kisner, BA, RRT, LSSBB, FHX

WVU Medicine

Research Title: *From Good to Great: Our Journey to Four-Star Patient Experience*



We were excited to recognize **93 recipients** in 2023 as individuals who have successfully completed the required set of PX Body of Knowledge courses. Certificate program recipients represent a community of experts in patient experience performance committed to earning certificates in patient experience leadership and patient advocacy.

Certificate in Patient Experience Leadership

- Lionel Adams, Department of VA
- Aasha ALNeaimi, Ministry of Health and Prevention - UAE
- Andrea Billups, Department of VA
- Laura Blake, Department of VA
- Nicolas Bruinsma, Sidra Medical and Research Center
- Brooke Capritto, Sodexo
- Kara Casavan, IU Health System
- Nicole Cavanaugh, Bowen Center
- Michelle Clark, Mercy
- Emily Cordle, Ohio Health Corporate - Customer Experience Office
- Eloise Cotton, Department of VA
- Freya Davies, North Metropolitan Health Service
- Michelle Deputat, McLaren Health Care
- Jill Doll, Department of VA
- Karen Ende, Northeast Georgia Health System
- Jennifer Erick, Sodexo
- Niki Ferreira, North Metropolitan Health Service
- Nickaya Foster, Piedmont Healthcare
- Ashley Fox, Doctors Hospital Health System
- Michael Fox, Department of VA
- Nichole Gomez, PrimaryOne Health
- LaKeisha Greene, Methodist Health System
- Dixie Greer, Department of VA
- Wilburn Guy, Department of VA
- Jenna Haak, North Metropolitan Health Service
- Demetria Hendrickson, Department of VA
- Theresa Hepp, Arnot Health
- Elizabeth Jackson, Department of VA
- Chrissie Jackura, Sutter Health
- Carolina Kim, Inova Health System
- Brandon King, Sodexo
- Debra Kofal, Genentech
- Julie Lambert, Nebraska Medicine
- Susan Lee, MD Anderson Cancer Center
- Glenda Lindsay, Department of VA
- Susan Lovett, Northern Arizona Healthcare
- Jody Macdonald, Island Health
- Alisa Manari, Penn State Hershey Medical Center
- Carlos Martinez, Phelps Health
- Alexandria McFadin, Methodist Health System
- Sephora Morrison, Children's National Health System
- Lyndsey Olish, Family Health West
- Deborah Pendley, Franciscan Alliance Inc.
- Jonathan Purdue, Department of VA
- Hannah Quimby, Summit Pacific Medical Center
- Celina Quinonez, Department of VA
- Velia Ruiz, Department of VA
- Michael Sharp, Department of VA
- Brigitte Sigl, NSW Health
- Alison Soileau, Ochsner Health System
- Tracy Spears, Department of VA
- Viktoriya Startseva, Valley Health System
- Cindy Stec, University Hospital St. John Medical Center
- Vita Steina, Children's University Hospital, Latvia
- Rachel Timmerman, San Juan Regional Medical Center
- Joshua Torres, Department of VA
- Romee Trofort, Department of VA
- Ti-Onna Watson, Department of VA
- Amanda Wright, Family Health West

Certificate in Patient Advocacy

- Abir Adra, St. Joseph's Healthcare System
- Moza Al Mannai, Sidra Medical and Research Center
- Eric Batiz, St. Joseph's Healthcare System
- Spencer Boutin, Northwell Health
- Nicolas Bruinsma, Sidra Medical and Research Center
- Beverlee Carlisle, American College of Radiology
- Kara Casavan, IU Health System
- Gail Champagnie, Reading Hospital
- Joan Colston, Mercy Medical Center
- Heidi Cooley, Banfield Pet Hospital
- Janice Cornell, Genesis Healthcare System
- Robert Cote, Department of VA
- Irma Dadic, Yale-New Haven Hospital
- Erica Dunkle, Genesis Healthcare System
- Ashley Fox, Doctors Hospital Health System
- Michael Fox, Department of VA
- Ellen Gutierrez, Hendrick Health
- Wilburn Guy, Department of VA
- Latosha Haney, BJC Health
- Demetria Hendrickson, Department of VA
- Bryan Islas, Dignity Health California Health Medical Center
- Ciera Johnson, Group Patient Advocate
- Lorraine Johnson, Englewood Hospital and Medical Center
- Gigi Keys, Kaiser Permanente
- Meron Kidane, Piedmont Healthcare
- Debra Kofal, Genentech
- Julie Lambert, Nebraska Medicine
- Susan Lee, MD Anderson Cancer Center
- Yamel Lugo-Rodriguez, St. Joseph's Health
- Jody Macdonald, Island Health
- Elle Maron, Gaylord Specialty Healthcare
- Heather Martin, Union Hospital
- Alexandria McFadin, Methodist Health System
- Christine Mishreki, City of Hope
- Lisa Morissette, Samaritan Health Services
- Sadra Mrzan, St. Joseph's Health
- Lyndsey Olish, Family Health West
- Robin Parry, Magee Rehab
- Deborah Pendley, Franciscan Alliance Inc.
- Hannah Quimby, Summit Pacific Medical Center
- Irina Sandoval-Hickson, St. Joseph's Health
- Marcia Scott, Baystate Medical Center
- Jennifer Smith, Department of VA
- Tracy Spears, Department of VA
- Viktoriya Startseva, Valley Health System
- Cindy Stec, University Hospital St. John Medical Center
- Brianna Szul, Upstate University Hospital
- Teyon Thorpe, Reading Hospital
- Linda TompkinsvHartford HealthCare
- Maria Vicens, Hartford HealthCare
- Tammy Weber, Family Health Center of Marshfield
- Amanda Wright, Family Health West

Certification Preparation Courses

Certified Patient Experience Professional (CPXP) Exam Prep

The Certificate Patient Experience Professional (CPXP) Preparation Workshops continued to be a valuable resource for the PX community. Workshops were conducted live online to prepare participants for the CPXP exam. With **5 cohorts including a total of 150 participants**, the live online workshops each consisted of four facilitator-led sessions.

Certified Administrator of Volunteer Services (CAVS) Exam Prep

To support the preparation for the CAVS exam, we launched the CAVS prep course in 2021. Patient Experience Institute, a sister organization of The Beryl Institute, provides CAVS certification, a designation intended for healthcare professionals or other individuals with an interest in volunteer leadership. The purpose of CAVS certification is to promote healthcare volunteer services management. **In 2023, we offered 2 public cohorts with 15 participants and 1 private cohort with 16 participants.**

Foundations of Volunteer Management

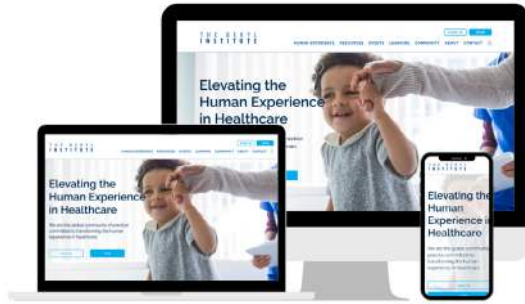
Designed for those new to volunteer management or those looking for ways to enhance a current program, Foundations of Volunteer Management (formerly Principles of Volunteer Management) is a 4-part virtual workshop covering foundational aspects of leading an effective healthcare volunteer program. Participants explore key concepts and practices central to the role of a volunteer manager including recruiting, tracking and training volunteers, building a volunteer program that meets their organization's needs and ensuring the volunteer program is in compliance with policies and regulations. **In 2023, we offered 3 public cohorts with 35 participants and 2 private cohorts with 36 participants.**

Public Cohort Participants

- Helena Ackerson, MaineHealth
- Melissa Anderson, Our Lady of the Lake Regional Medical Center
- Jeanne Billings, Stormont Vail Health
- Savannah Brunette, George Washington University Hospital
- Abigail Copilevitz, Craig Hospital
- Kelly Davis, MaineHealth
- Morgan Dolezal, IU Health System
- Tammie Gilley, Kadlec Regional Medical Center
- Dayane Guitierrez-Verdin, PIH Health
- Anniemarie Harris, Exeter Hospital
- Jamie Henley, Mercy Cedar Rapids
- Gabriela Hernandez-Gonzalez, LA County Department of Health Services
- Lane Hume, Arkansas Children's Hospital
- AnneKoslow, Metro Health
- StephanieKovacs, Kaiser Permanente
- Katie Lawhead, AU Medical Center
- Lisa LeBlanc, University of Vermont Medical Center
- Rebecca Makowsk, Inova Loudoun Hospital
- Deborah Markow
- John Mass, Stony Brook Medicine
- Marcela Melgar, University of Miami Health System
- Peter Pun, UCSF Medical Center
- Nicole Roberts, East Alabama Health
- Penny Ross, Hartford Healthcare
- Jennifer Satake, UCSF Medical Center
- Susan Schwarz, IU Health System
- Allicia Screven, Thomas Jefferson University
- Robin Smith, Providence Health Systems- Fdtn
- Jessie Sofranac, Phoenix Childrens Hospital
- Donna Stauber, BSWH Office of Patient Experience
- Selene Velazquez, Providence Health Systems
- Evena Williams, Stamford Health
- Dale Wrtachford, Nebraska Medicine
- Amanda Wright, Cottage Health
- Jessica Zarate, PIH Health

Private Cohort Participants at the Department of VA

- Tammie Arnold
- Margaret Baker
- Pauline Biddlecombe
- Aaron Cain
- Tiara Chambers
- Ashly Collins
- Jennifer Cook
- Paula Cummings
- Jennifer Disch
- Jodi Fine
- Sarah Goodman
- Ronald Graves
- Keith Griffin
- Sarah Hallen
- Suzanne Harrett
- Valeria Horton
- Veronalynn Ignacio-Romero
- April Jones
- Angela Kamerer
- Shanel Kelly
- Dijuanna Lacott
- David Madeux
- Lymaris Marrero-Deya
- John Merrill
- Christine Milletics
- Kendra Monden
- Amie Omalia
- James Perry
- Camille Randle
- Trevor Seela
- Katherine Simons
- Kimberly Skorupa
- Amber Smith
- Amy Tomko
- Jamie White
- Melody Wouden



Webinars

Facilitated by patient experience leaders from around the world, webinars share proven practices and strategies to implement in your own organization.

We offered **44 webinars** with **over 12,500 registrants**.

- **The Travel Nurse Experience Impact on the Patient Experience**
Ellen Franz, RN, MSN, CPXP, FHX | Director of Patient Experience, Lutheran Hospital of Indiana
- **Antiracism Skills to Elevate the Human Experience in Healthcare: Culturally Humble Engagement**
Jaime Harry, LCSW | Licensed Clinical Social Worker and Wellness Program Liaison, University of Texas Southwestern Medical Center
Laura A. Kirk, MSPAS, PA-C, DFAAPA | Assistant Director of Advanced Practice Providers, Ambulatory Services Office of Advanced Practice Providers, University of Texas Southwestern Medical Center
- **Incivility in Healthcare: COVID Chaos and Steps to Provide a Positive Solution***
Linda Robinson, MSN, RN, CPXP | VP of Clinical Excellence, MDM Healthcare
- **Engaging Community & Volunteer Partnerships for Health Equity and Experience***
Marisha DiCarlo, PhD, MPH | Vice President, Community Engagement, Advocacy and Health, Arkansas Children's
Erica Phillips, MA, CFRE, CAVS | Executive Director, Volunteer Engagement, Arkansas Children's
- **Impact of Volunteer Programs: What Are We Measuring and Who Are We Telling?**
Moderator:
Terri Ipsen, CPXP | Director, Content, The Beryl Institute | Editorial Coordinator, Patient Experience Journal
Panelists:
Roseanna Galindo, ECBA, CAVS | Former Director of Volunteer & Guest Services at Enloe Medical Center | Currently Research Affiliate/ Lecturer, California State University Chico/ College of Communication
Seth Hinrichsen, Volunteer, Utah Valley Hospital
Erica Luciano, Program Manager, UChicago Medicine
Becky Moldaver, MPA, CAVS | Director, Volunteer Services, Metrohealth Medical Center
- **Grievance Panels: An Alternative to a Grievance Committee**
Lynn Charbonneau MBA, CPXP | Director, Patient Relations and Guest Services, Tampa General Hospital
- **Rise&Renew: A Multifaceted Approach to Fortifying & Rebuilding Our Workforce**
"Dexter" Janet Borrowman, CHIE, CPXP, Operational Effectiveness Lead, Maui Health Affiliated with Kaiser Permanente
Alex Ehrhart, MBB, MCF, Regional Director, Performance Improvement – Southern California | Senior Principal Mentor, Improvement Institute – National Quality, Safety, Experience and Health Systems Performance
Chrissy Miller, RN, Employee Health Manager, Maui Health
- **The JEDI (Justice, Equity, Diversity, & Inclusion) Volunteer Workforce**
Andrea Kennedy-Tull, MSBM, CPXP | Director, Patient Experience & Operations, Harris Health System
Dana Litwin, CVA | President, Dana Litwin Consulting, LLC
Karina Vargas, Solutions Architect, VSys One

- **The Human Experience Imperative: Practical insights for executives on organizational strategy, structure and impact**
Jason A. Wolf, Ph.D., CPXP, President & CEO, The Beryl Institute
Brian Carlson, Vice President, Patient Experience, Vanderbilt Health
Jennifer Carron Passon, MSOM, CPXP, Patient Experience Officer, BJC Health System
Julie Kennedy Oehlert, DNP, RN, Chief Experience and Brand Officer, ECU Health
- **How High Performing Organizations are Leader Rounding: A Benchmarking Study**
Katie Haifley, CPXP | Co-founder and COO/CMO, Nobl
- **Growing Compassion In All Corners of Your Life***
Mary Freer, BSW (Hons) | Director, Compassion Revolution
- **Take a Seat! Effective Communication Strategy to Improve Patient Experience**
Debi D'Alba, CPXP | Director, Patient Experience, Yale-New Haven Health System – Greenwich Hospital
Tim Deighan, BA, M Ed. | Patient Experience Coordinator, University Hospitals
- **State of Human Experience 2023: Fundamentals and the Future of Experience***
Jason A. Wolf, Ph.D., CPXP, President & CEO, The Beryl Institute
- **Caring on Wheels: Staff Wellness and Motivation**
Tracey Deaner, MSN, RN, NEA-BC, CPXP | Director, Patient/Resident Experience, CentraState Healthcare System
Lynda McDonald, Supervisor Patient Experience, CentraState Healthcare System
Lorraine Cullen MS, RRT, RRT-ACCS | Senior Director Clinical Services, Gaylord Hospital
Dorothy Orlowski, BGS, CPXP, COTA/L | Manager, Patient Relations and Volunteer Services, Gaylord Specialty Healthcare
- **Lonely No More: Bedside Visit Programs**
Erica Luciano, Program Manager, Volunteer Services, UChicago Medicine
Kathleen McIntire, CAVS | Director, Volunteer Services | Kaiser Permanente Los Angeles
- **Purposeful Leadership Rounding**
Eric Moore, RN, BSN, MBA, NEA-BC | Inpatient Unit Director, UC Davis
Jane Pena, RN, BSN, MSN/Ed, NEA-BC | Inpatient Unit Director, UC Davis
- **Ensuring Volunteer Programs Support Patient Experience Initiatives**
Melissa Bergin, MLS, M.Ed | Vice President of Training & Implementation, Bespoke Software/VSys One
Rachel Carry, Patient Experience Navigator, Sharp Grossmont Hospital
Linda Van Fulpen, CAVS | Manager of Volunteer Services, Sharp Grossmont Hospital
Karina Vargas, CAVS | Solutions Architect, Bespoke Software/VSys One
- **The “Why” Behind Empowering Leaders and Staff**
Nicole Henson, MHA, CPXP | Clinical Patient Experience Coach, Methodist Health System
Stephanie Wells, MSN, RN, CENP, CPXP | Director of Patient Experience, Methodist Health System
- **From Good to Great: Our Journey to Four-Star Patient Experience**
Terry R Kisner, BA, RRT, LSSBB, FHX | Manager, Center for Quality Outcomes, WVU Medicine
- **Impact of Improving Quality of Care on Patient Experience in Emergency Department**
Dr. Ahmed A. Abdelkawy, MQM, CPHQ, CHS, CPXP, FPCC, IHI Fellow, FHX | Senior Consultant for Quality and Patient Experience
- **How Teamwork Improves Patient Experience in the Emergency Department**
Kathleen Kennybrook, DNP, RN, Director of Emergency Services| Behavioral Health | Nursing Administration, AdventHealth Deland
Matthew Forester, MBA, BSN, RN, CEN, Nurse Manager, AdventHealth Deland
Hollie Steele, MSN, RN | Director of Emergency Services, AdventHealth North Pinellas and Palm Harbor ER
Daphne Shields, MSN, RN, CPN | Regional Patient Experience Manager, AdventHealth North Pinellas
- **Modern Strategies for Purposeful Rounding**
Donna Pritchard, DNP, MSN, FNP-BC | VP of Clinical Services, CipherHealth
Suzie Sfarra, Senior Vice President of Product, CipherHealth
- **Storytelling and its Practical Influence**
Vecepia Robinson, MHC, CPXP | Director Office of Patient Experience, Sutter Bay Medical Foundation
William Bratz, Program Manager, Sutter Bay Medical Foundation
Ernest Somers, Program Manager, Sutter Bay Medical Foundation
- **Interconnectedness of the Human Experience: Building a Unified Vision for Healthcare Leadership**
Richard Corder, MHA, FACHE, CPXP | Vice President of Consulting Services, Press Ganey
- **Effectively Leveraging Patient Comments for Strategic Improvement**
Philip Duncan, Chief Data Scientist, PatientsVoices
Mary Kay O'Connor, Founder & CEO, PatientsVoices
Mandy Riemer, Manager, Patient Experience, Children's Mercy Kansas City
- **5 Things to Know About the Future of AI in Experience**
Adrienne Boissy, MD, MA | Chief Medical Officer, Qualtrics

- **Using Unsolicited Patient Complaints to Improve Patient Outcomes and Organizational Culture**
ECynthia Baldwin, MS, RN, CPHRM | Senior Associate, Department of Pediatrics and School of Nursing, Vanderbilt-Center for Patient and Professional Advocacy
Nancy Stueland, M.S.Ed., CPXP | Director of Patient Experience, Marshfield Clinic Health System
- **Elevating Experience**
Gregory Makoul, PhD, MS | Chief Transformation Officer, NRC Health
Michael Goldberg, MBA, MS | Founder, Walkalongside Leader
- **Pitching Your Experience Strategy to the C-Suite**
Nicole Cable, MHS, CPXP, LBBP, Chief Experience Officer, CareMax
Mark Llorente, MBA, Chief Administrative Officer & Head of MSO Operations, CareMax
- **Every Conversation Has Consequences**
Lisa Copeland, RDH, CSP, CVP | Team Consultant, Communicate With Influence
- **Crushing Complexity: The Evolving Business of Healthcare**
Leslie Pagel, Chief Evangelist Officer, Authenticx
Sally Perkins, PhD, Senior Insights Storyteller, Authenticx
- **Using Narrative to Illuminate and Improve Experience**
Susan Edgman-Levitan, PA | Executive Director, John D. Stoeckle Center for Primary Care Innovation at Massachusetts General Hospital
Gregory Makoul, PhD, MS | Chief Transformation Officer, NRC Health
- **Adapting Rounding Programs Overtime: How Leading Organizations Evolve to Excel**
Katie Haifley, CPXP, Co-Founder COO/CMO | Nobl
Ashley Harrold, MHA, Patient Experience Director, UF Health Shands
Sarah DeMott, Patient Experience Manager, UF Health Shands
Elizabeth Reynolds, MHA, Patient Experience Specialist, UF Health Shands
Jared Entwistle, MBA, Manager, Patient Experience, OSF HealthCare
- **Falling on Deaf Ears: Special Considerations for Deaf Patients in Healthcare**
Danielle Davoli MSHC, CI/CT, NIC | ASL Program Manager, North Shore University Hospital
- **The Sunrise Association Wheels Up! Program: Bringing the Joys of Childhood to Hospitalized Cancer Patients**
Bonnie Flatow, MT (ASCP), Senior Vice President for Hospital and Community Services, The Sunrise Association
Chris Strom, Chief Marketing Officer, The Sunrise Association
Julie Hertzog, BS, Child Life Manager, Mary Bridge Children's Hospital
Alyssa Salangsang-Hamilton, MS, Certified Child Life Specialist, Mary Bridge Children's Hospital
- **Leader Rounding: A Proactive Approach to Improve Experience**
Jennifer Ball, CPXP, Director of PX & Advocacy, University of Maryland Midtown
Jamie Di Piazza-Rodriguez, MBA, MSW, CPXP, Manager of Patient Experience, Saint Francis Health System
Susan Kemp, Senior Patient Family Representative, Arkansas Children's Hospital
- **Virtual Care: How to Turn a Short-term Fix into a Long-term Strategy**
Marjorie Lavin, BSN, MHA, RN-BC | Director, Clinical Informatics, Lehigh Valley Health Network
Joe Napolitano, PhD, MPH, RN, CRNP, FAAN | VP Network Operations & Nursing Liaison Services, Lehigh Valley Health Network
Jaclyn Stine, MBA, CPHIMS | Clinical Informaticist, Lehigh Valley Health Network
- **The Treatment Impact: Cultural Inclusivity in a Modern World**
Dr. Theresa Horne, CPTM, SHRM-SCP, Chief Diversity and Equal Opportunity Officer, Defense Counterintelligence and Security Agency
- **Caring for the Workforce: Address Well-Being in Healthcare**
Moderator:
Terri Ipsen, CPXP | Director, Content | The Beryl Institute
Speakers:
Christina Bowen, MD, ABOIM, DipACLM | Chief Wellbeing Officer, ECU Health
Tiffani Darling, Director, Office of Well-Being, Northwestern Medicine
Mary Hoey, DNP, RN, MBA, CPXP | Nurse Scientist, Atrium Health Navicent
Julie Kennedy Oehlert, DNP, RN | Chief Experience and Brand Officer, ECU Health
Rhonda Stark, VISN 12 Chief Well-Being Officer, Department of Veterans Affairs
- **Unexpected Healers Create Moments that Matter for Patients and Families**
Ellen Hubbard, CPXP | Patient Experience Consultant, Sutter Health/Sutter Valley Medical Foundation
Debbie Young, BHA, CPXP | Clinical Performance Improvement Consultant, Sutter Health/Patient & Family Engagement Team

- **Aligning Volunteer Programs with the Changing Landscape of Healthcare**

Cate Murphy, Director, Corporate Relations and Client Engagement, Samaritan | Volunteer Management Software

Erin Pittman, CAVS | Director, Volunteer Services, Mayo Clinic – Rochester

- **Amplifying the Voices of Those with Lived Experience: The Key to Transforming Healthcare***

Claire Snyman | Health Care Advocate, Patient Experience Consultant | Two Steps Forward

- **From Words to Wellness: Promoting Health Equity through Translation**

Cory Markert, Vice President of Sales, Translation Solutions, LanguageLine Solutions

Rebecca Ruckno, MSW, MBA | Director of Health Literacy and Interpreting Services, Geisinger Health System

- **Signals to Action: Northwestern Medicine's Journey to Humanizing Healthcare Experiences**

Amber Maraccini, Ph.D, CPXP | Principal CX Advisor, Healthcare, Medallia

Colleen Russell, MHSA, CPXP | System Engagement Director, Northwestern Medicine

* Sponsored webinar

PX Marketplace webinar

Learning Bites

These learning segments are brief webcast videos highlighting key insights on a variety of patient experience topics to provide ideas, recommendations, and opportunities in addressing and excelling in the patient experience.

We released **12 learning bites** in 2023:



Building & Sustaining Successful PFACs

Tony Serge, Global Patient and Family Advisory Board, The Beryl Institute



What is Projective Identification, and Why Should I Care?

Helen Riess, M.D., Founder & CEO, Empathetics, Inc.



How Can I Help You? Hardwiring Clerks & Receptionists Communication

Ernest Sommers, Program Manager, Sutter Bay Medical Foundation



Effectively leveraging patient comments for strategic improvement

Mary Kay O'Connor, Founder & CEO, PatientsVoices



The Power of Data Storytelling: Amplifying the Impact of Human Interaction in Healthcare

Roseanna Galindo, ECBA, CAVS, Research Affiliate & Lecturer, California State University



Using Design Thinking Principles to Reduce Healthcare Barriers & Improve Access

Lucy Eylerts, Associate Vice President of Human Experience, CareMax, Inc.



Advancing PFAC Initiatives, Effectiveness & Visibility Through Strategic Planning & Annual Assessment

Jon Whiting, DNP, RN, CCRN, VP and Associate Chief Nurse, Nursing/Patient Care & Clinical Operations, FAC Leadership Co-Chair, Boston Children's Hospital



Escalating Patient Behavior: Know Before You Go

Kim Pedersen, Director, Patient Relations, Northwestern Medicine MarianJoy Rehabilitation Hospital



Trust Me: Building Trust Through Humanism and Compassion

Lee Becker, Senior VP, Executive Advisor, Public Sector and Healthcare, Medallia



Capturing Real-Time Feedback through Patient Text Messaging

Ashleigh Kamencik-Wright, MBA, Program Director, System Patient Experience, Houston Methodist System



Standing Up for the Workforce: Seven Considerations for Patients and Families

Jennifer Carron, Patient Experience Officer of BJC Health Systems



Discover How Technology Can Add Value to Patient Experience

Mallory Magelli McKeown, Customer Success, Feedtrail and Nikki Angeli MHA, BSN, RN, CPHQ, Customer Success, Feedtrail

Awards

It is important to recognize the exemplary work being done in the field of patient experience and honor those who have dedicated their career and efforts to elevating the human experience in healthcare. Award recipients are announced annually at ELEVATE PX, the global patient experience event.



Tiffany Christensen

Tiffany Christensen Patient and Family Advisor Award

The Tiffany Christensen Patient and Family Advisor Award celebrates great work being done across the globe to improve the human experience in healthcare. We understand the effort it takes to change cultures, implement new strategies and build true partnerships with patients and families.

We were pleased to honor our dear late friend, **Tiffany Christensen** with the inaugural Tiffany Christensen Patient and Family Advisor Award.



Tony Padilla

Wendy Leebov Championing Experience Award

The Wendy Leebov Championing Experience Award recognizes and honors an individual in healthcare who has made an outstanding contribution to the field of patient experience and fostered human connections in healthcare.

We were pleased to honor **Tony Padilla, MBA, Director, Patient Affairs at UCLA Health System** with the 2023 Wendy Leebov Award.



Kate Clarke

Ruth Ravich Patient Advocacy Award

The Ruth Ravich Patient Advocacy Award is presented by the Patient Advocacy Council of The Beryl Institute. Awarded annually since 1991, first by the Society for Healthcare Consumer Advocacy (SHCA) Board of Directors, and now by the thought leaders of the Patient Advocacy Council, the award recognizes an individual for outstanding contributions, dedication, leadership and loyal service to fellow Patient Advocates.

We were pleased to honor **Kate Clarke, Manager, Patient Relations/Interpreter Services at Northwestern Medicine** with the 2023 Ruth Ravich Award.



Dr. Sabrina Clark

Volunteer Professionals Award for Excellence

The Volunteer Professionals Award for Excellence recognizes individuals who have demonstrated exemplary service and contribution to the profession of healthcare volunteer management. The award began under the Association for Health Care Volunteer Resource Professionals (AHVRP) in 2006. With the transition of AHVRP into The Beryl Institute community in 2020, we are honored to carry on this tradition of recognition.

We were pleased to honor **Dr. Sabrina Clark, Executive Director, VA Center for Development & Civic Engagement** with the 2023 Volunteer Professionals Award.

Patient Experience Journal (PXJ) Awards

The Patient Experience Journal (PXJ) Awards celebrate powerful contributions to the literature and articles of impact in research and practice and introduce rising stars who are working to expand evidence and insights on patient experience and the human experience in healthcare. In 2023, we recognized the following winners:

Article of the Year Award

Which patient experiences are you capturing? Investigating differences in patient experience drivers by race/ethnicity and survey mode

Meike Eilert, Medallia

Toni Land, Medallia

Jonathan Shafer, Independent Researcher

Best Article Award- Emerging Scholar

Lead author has completed a doctorate within the last 5 years

Rules of engagement: The role of mistreatment from patients in the nurse, physician and advanced practice provider experience

Katherine A. Meese, University of Alabama at Birmingham

Alejandra Colón-López, University of Alabama at Birmingham

Aoyjai P. Montgomery, University of Alabama at Birmingham

Laurence M. Boitet, University of Alabama at Birmingham

David A. Rogers, University of Alabama at Birmingham

Patricia A. Patrician, University of Alabama at Birmingham

Best Article Award- Practitioner

Lead author is a professional from a healthcare delivery organization.

Home health care CAHPS® survey: Predicting patient experience performance

Stephanie Ballengee, Sentara Healthcare

Girlyn Cachaper, Sentara Healthcare

Kim S. Bradley, Sentara Healthcare

Hessamaldin Sadatsafavi, Sentara Healthcare

Ralitsa S. Maduro, Sentara Healthcare

Merri K. Morgan, Sentara Healthcare

Kathie S. Zimbro, Sentara Healthcare

Most Impactful Article Award

Selected from all articles published over the last five volumes.

Barriers and enablers of patient and family centred care in an Australian acute care hospital: Perspectives of health managers

Bradley Lloyd, Centre for Education & Workforce Development, Sydney Local Health District, NSW Health, Sydney, Australia

Mark Elkins, Centre for Education & Workforce Development, Sydney Local Health District, NSW Health, Sydney, Australia

Lesley Innes, Centre for Education & Workforce Development, Sydney Local Health District, NSW Health, Sydney, Australia

Boards and Councils

The Beryl Institute's boards, councils and committees continued to bring valuable insights to guide the Institute forward as the independent, central voice and global community of practice for experience improvement.

2023 Board Members

Strategic Advisory Board

Members

- **Marcelo Alvarenga, M.D.**, CEO & Co-Founder, ConnectaExp
- **Nicole Cable**, Chief Experience Officer, CareMax, Inc.
- **Joanne Carrocino**, President and CEO, Cape Regional Medical Center
- **Jennifer Carron**, Patient Experience Officer, BJC Healthcare
- **Lynn Charbonneau**, Director, Patient Relations/ Guest Services, Tampa General Hospital
- **Neil Churchill**, Director for Patient Experience, Participation and Equalities, NHS England
- **Rick Evans**, SVP and Chief Experience Officer, New York-Presbyterian Hospital
- **Janiece Gray**, CEO, Founding Partner, DTA Associates, Inc.
- **Karen Grimley**, Chief Nursing Executive and Assistant Dean, UCLA Health and UCLA School of Nursing
- **Corey Kimpson**, Chair, Patient and Family Advisory Council, Community Ambassador (COVID-19), Cambridge Memorial Hospital Ontario
- **Amah Kouevi**, Director - Founder, French Patient Experience Institute
- **Cate Murphy**, Corporate Relations & Client Engagement, Samaritan Technologies

- **Joyce Nazario**, Patient Experience Excellence Head, Metro Pacific Health
- **Victoria Niederhauser, PhD**, Dean & Professor, University of Tennessee Knoxville, College of Nursing
- **Alexie Puran, M.D.**, Pediatric Emergency Medicine Physician, NYC Health + Hospitals | Harlem
- **Jennifer Purdy**, Executive Director, CX Tools and Implementation Veterans Experience Office, Dept. of Veterans Affairs
- **Tony Serge**, Senior Executive Patient & Family Advisor, Co-Chair GPFAB of The Beryl Institute, Co-Chair Brigham & Women's Hospital Senior Leadership Patient & Family Advisory Board
- **Claire Snyman**, Health Care Advocate, Two Steps Forward

PX Advisory Board

Co-chairs

- **Jennifer Carron**, Patient Experience Officer, BJC Healthcare
- **Lynn Charbonneau**, Director, Patient Relations/ Guest Services, Tampa General Hospital

Members

- **Vishal Bhalla**, SVP Chief Human Resources Officer & Chief Experience Officer, Atrium Health
- **"Dexter" Janet Borrowman**, Operational Excellence Coach, Performance Improvement, Kaiser Permanente

- **Cheryl Call, CAVS**, Manager Volunteer, Gift Shops, Hospitality, and Chaplaincy Services, Intermountain Healthcare | Utah Valley Hospital
- **Amanda Casillas**, Director, Service Excellence, Stanford Health Care
- **Stacy Colimore**, Director of Patient Experience, Johns Hopkins Health System
- **Linda Fisher**, Regional Director, Guest Services, UCHHealth
- **Tyler Gegen**, Senior Director of Patient Experience, Mount Sinai Health System
- **Sven Gierlinger**, Chief Experience Officer, Northwell Health
- **Pam Guler**, Vice President, Chief Experience Officer, AdventHealth
- **Namgyal Kyulo**, Director, Patient Experience, City of Hope Medical Center
- **Cherie Lytle**, Manager, Consumer Experience, Nebraska Medicine
- **Katelyn Moser**, Senior Director, Patient Experience MedStar Washington Hospital Center
- **Jennifer Muchow**, Director, Patient Experience Excellence, Mercyhealth
- **Liz Paskas**, SVP, Chief Patient Experience Officer, Hackensack Meridian Health
- **Shannon Patterson**, Executive Director of Consumer and PX, Stamford Health
- **Kim Pedersen**, Director, Patient Relations, MarianJoy Rehabilitation Hospital/Northwestern Medicine
- **Jennifer Purdy**, Executive Director for VA Patient Experience, U.S. Department of Veteran Affairs, VEO

- **Bianca Radney**, Vice President of Patient and Family Experience, Texas Health Resources
- **Garrett South**, Interim Director of Patient Experience, Dignity Health California Health Medical Center
- **Alicia Wierenga**, Sr. Director, Patient and Family-Centered Care, UMass Memorial Medical Center

Global Patient and Family Advisory Board

Highlights from 2023 include:

- Established Patient & Care Partner Community (PCPC) Workgroup to help guide the community as a place for PFA's, patients and care partners to make connections and find resources curated and created by their peers.
- Began developing a "Care Partner Implementation Guide" in support of the resource: "[We are not Visitors: Working Together with Family Caregivers and Care Partners.](#)" Conducted initial conversations about potential beta-test of Implementation Guide.
- Launched Storytelling Guide Workgroup to develop a process to support people in story telling as patients and care partners.
- Provided 3 patient-led breakout sessions at ELEVATE PX 2023.

Co-chairs

- **Corey Kimpson**, Chair, Patient and Family Advisory Council, Community Ambassador (COVID-19), Cambridge Memorial Hospital Ontario
- **Tony Serge**, Patient Experience Advisor and Former PFAC Co-Chair

Members

- **Mark Agathangelou**, Bridges Self-Management, NHS England

- **Jack Ballard-Ridley**, Bridges Self-Management, NHS England
- **Scott Ballard-Ridley**, NHS England and Improvement
- **Rosie Bartel**, Patient Advisor
- **Isabela Castro**, PX and QI Consultant, Rede Dor Sao Luis, Brazil
- **Jeff Cousins**, Family-Centered Care Consultant, AdventHealth for Children
- **Ashley D. Bates-Crowley**, Executive Director/ Founder, Team Josiah 2K22 Foundation Inc.
- **Kelly Foran**, Friendly Faces Helping Hands Foundation Australia
- **Sydney Graham**, Engagement Specialist and Educator, Sydney Graham Consulting
- **Jamonica Hill**, Volunteer, Duke University Hospital - PFAC
- **Melissa Jones**, Parent Advocate Sick Kids PFA
- **Tanya Lord**, Director of Patient and Family Experience, Foundation for Healthy Communities
- **Nikki Montgomery**, President, Patient and Family Partnership Council, University Hospitals Rainbow Babies & Children's
- **Genevieve Navar Franklin**, Patient Partner, Kaiser Permanente
- **Cristina Serrao**, Lived Experience Ambassador, NHS England
- **Ai Ling Sim-Devadas**, Co-Chair, SingHealth Patient Advocacy Network, SingHealth
- **Kashyap (Kash) Sreeram**, Patient Family Advisor, Duke University Health System
- **Maryanne Sterling**, Alzheimer's Advocate and Family Caregiver
- **Janepher Wabulyu**, Research and Advocacy Officer, Uganda Alliance of Patient's Organizations (UAPO)
- **Aimee Williamson**, Patient Family Advisor, Boston Children's Hospital

Solutions Advisory Board

Co-chairs

- **Janiece Gray**, CEO, Founding Partner, DTA Associates, Inc.
- **Cate Murphy**, Corporate Relations & Client Engagement, Samaritan Technologies

Members

- **Bob Abrahamson**, VP of Marketing, pCare
- **Darrell Atkin**, VP of Marketing, Medial EarlySign
- **Meade Atkinson**, Chief Revenue Officer, Health Prime
- **Joy Avery**, SVP Clinical Strategy, Cipher Health
- **Samir Batra**, Founder & CEO, BAHA Enterprises
- **Sheila Brune**, Creator and Owner, Living History Program©
- **Richard Corder**, VP, Consulting Solutions, Press Ganey
- **Bryanna Gallaway**, Senior XM Scientist - Healthcare Product, Qualtrics
- **Megan Grobert**, Director, IPSOS
- **Katie Haifley**, COO/CMO, Nobl Health
- **Brian Hatch**, CEO, HatchMed
- **Joe Inguanzo**, President and CEO, PRC, Inc.
- **Roy Kosuge**, General Manager, SONIFI Health
- **Greg Makoul**, Chief Transformation Officer, NRC
- **Bill Mills**, CEO, Best Upon Request
- **Jake Poore**, President and Chief Experience Officer, Integrated Loyalty Systems LLC
- **Bill Roberts**, VP of Sales, ImageFIRST Healthcare Laundry Specialists
- **Ed Shin**, CEO, Quality Reviews, Inc.
- **Christina Triantafyllouer**, Head of Improving Patient Experience, Siemens Healthineers
- **James Vinall**, Director of Sales, The C.A.R.E. Channel

- **Lori Zwigart**, Project Manager, Sodexo

PXPF Board

Co-chairs

- **Rick Evans**, SVP and Chief Experience Officer, New York Presbyterian
- **Shari Berman**, Patient Advisor, Boston, MA

Members

- **Nicole Cable**, Former CXO and Patient Experience Champion
- **Susan Edgman-Levitan**, Executive Director, MGH Stoeckle Center for Primary Care Innovation, Yale/Harvard CAHPS PI
- **Charisse (Nikki) Montgomery**, PXPF Program Coordinator, Parent President, University Hospitals Rainbow Babies and Children's Hospital Patient and Family Partnership Council
- **Sheila Delaney Moroney**, Executive Director, The Patient Revolution
- **Courtney Nataraj**, Patient Advisor, NewYork-Presbyterian Komansky Children's Hospital
- **Erin O'Malley**, Health Policy Leader
- **Bob Parish**, Patient Advisor/President
- **Dale Shaller**, Principal, Shaller Consulting Group
- **Linda Van der Voort**, Director, Patient Relations, Language and Disability Services, White Plains Hospital - Montefiore Health System
- **Jason Wolf**, President & CEO, The Beryl Institute

PX Journal Board

Editorial Team

- **Geoffrey Silvera, Ph.D.**, Managing Editor, PXJ / Assistant Professor, University of Alabama at Birmingham
- **Terri Ipsen, CPXP**, Editorial Coordinator, PXJ

- **Jason A. Wolf, Ph.D., CPXP**, Founding Editor, Patient Experience Journal / President & CEO, The Beryl Institute

Members

- **Samereh Abdoli, Ph.D, RN**, Assistant Professor of Nursing, University of Tennessee-Knoxville
- **Corey Adams, MBA, GradDipPsych, RN**, Manager, Patient Experience, St Vincent's Health Network Sydney
- **Britt Berrett, Ph.D.**, Managing Director & Teaching Professor of the BYU Healthcare Leadership Collaborative, UT - Dallas
- **Vishal Bhalla, MBA, MS**, SVP Chief Human Resources Officer & Chief Experience Officer, Atrium Health
- **Megan Chavez, MS, FACHE, CPXP**, VP of Patient and Family Experience, Cook Children's Health Care System
- **Lihua Dishman, DBA, MBA**, Associate Professor, Doctor and Master of Health Administration (DHA and MHA) Programs, College of Graduate Health Studies, A. T. Still University
- **Karen Drenkard, PhD, RN, NEA-BC, FAAN**, Sr. Fellow, Public Policy Institute, AARP, Center for Health Equity through Nursing
- **Andrew Gallan, Ph.D.**, Assistant Professor, Florida Atlantic University - College of Business
- **Sherri LaVela, Ph.D., MPH, MBA**, Director, Center for Evaluation of Practices and Experiences of Patient-Centered Care; Senior Research Health Scientist / Assistant Professor, Center for Healthcare Studies, Institute for Public Health and Medicine, General Internal Medicine and Geriatrics, Department of Veterans Affairs / Feinberg School of Medicine, Northwestern University
- **Daniel D. Maeng, Ph.D.**, Assistant Professor, Department of Psychiatry, University of Rochester Medical Center
- **Umair Majid, MSc, MEd**, PhD Candidate | Instructor, University of Toronto | McMaster University

- **Dianne Marshburn, Ph.D., RN**, Nursing Graduate Faculty Member, East Carolina University, College of Nursing
- **Joseph Michelli, Ph.D.**, Chief Experience Officer, The Michelli Experience
- **Erin Moore, BS**, Lead Coproduction Advisor, Shift
- **Sinyoung Park, PhD**, Assistant Professor of Health Administration, Brooks College of Health, University of North Florida
- **Marie-Pascale Pomey, M.D., Ph.D**, Full Professor of Public Health, School of Public Health, University of Montreal
- **Sophie Staniszewska, Ph.D.**, Lead, Patient and Public Involvement and Patient Experiences Programme, RCN Research Institute, Warwick Medical School, University of Warwick
- **Dominic Vachon, Ph.D.**, Director, Ruth M. Hillebrand Center for Compassionate Care in Medicine, University of Notre Dame

Emeritus

- **Stefan Agamanolis, Ph.D.**, Senior Director, Patient Experience, Akron Children's Hospital
- **Bill Boulding, Ph.D.**, Dean/J.B. Fuqua Professor of Business Administration, The Fuqua School of Business, Duke University
- **Bob Cottor, M.D.**, Board Member, Taos Institute.
- **Denise Kennedy, MBA.**, Clinical Assistant Professor, College of Health Solutions, School for the Science of Health Care Delivery, Arizona State University
- **William Lehrman, Ph.D.**, Social Science Research Analyst, Division of Consumer Assessment & Plan Performance, Centers for Medicare & Medicaid Services
- **Christy Harris Lemak, Ph.D**
- **Karen Luxford, Ph.D.**, CEO, Royal Australasian College of Dental Surgeons
- **Joseph Michelli, Ph.D.**, CEO, Royal Australasian College of Dental Surgeons
- **Vickie Neiderhauser, Ph.D., RN**, Dean, The University of Tennessee, College of Nursing

- **Zal Press**, Founder / Former Co-Chair, Global Patient & Family Advisory Council, The Beryl Institute, Patient Commando Productions

2023 Council/Committee Members

Ambulatory Care Council

Highlights from 2023 include:

- Contributed to significant increase in ambulatory care-related content through blogs, webinars, case studies and connection calls

Co-chairs

- **Nicole Allen**, Assistant Vice President, Patient Experience, HCA
- **Nancy Stueland-Adamski**, Patient Experience Director, Marshfield Clinic

Members

- **Uriel Aguirre**, Director, Patient Experience, Wellstar Paulding Hospital
- **Anita Brazill**, Healthcare Quality/Comms, Tandigm Health
- **Lucy Eylerts**, Associate Vice President of Human Experience, CareMax, Inc.
- **Sonya Fleming**, VP of Transformation and Experience, Vytalize Health
- **Marlee Foster**, Sr. Patient Experience Manager, Cone Health
- **Elizabeth Hamilton**, Patient Experience Advisor, Nebraska Medicine
- **Theresa Hepp, MS, FACMPE, CPXP**, Chief Experience Officer, Arnot Health System
- **Roberta Horton**, Cust Rel Mgr Transition Cr Exp, AtlantiCare Health System
- **Nicolette Kerns**, Service Line Director, Children's Hospital & Medical Center

- **Julie Lambert**, Patient Experience Advisor, Nebraska Medicine
- **Christina Martin**, Director Service Strategy, Kaiser Permanente
- **Cindy Mento**, Director of Operations, Crystal Run Healthcare
- **Stewart Williams, MHA, CPXP**, Regional Director, Patient Experience - NorCal, Providence Medical Group
- **Jake Wolf**, Operations Coordinator, Cox Health
- **Debbie Young, CPXP**, Clinical Performance Improvement Consultant – Ambulatory, Sutter Health

Conference Planning Committee

Highlights from 2023 include:

- Served as hosts for ELEVATE PX 2023
- Selected Project CURE as 2023 give-back partner, resulting in 812 medical care kits sponsored and shipped to kids in need
- Assisted with site selections for next three annual conferences

Co-chairs

- **Beth Daddario**, Director of Volunteers and Guest Services, Inspira Medical Centers Vineland and Elmer
- **Garrett South**, Director of Patient Experience, Dignity Health California Hospital Medical Center

Members

- **Syed Ahmed**, Physician, Northwest Community Hospital
- **Nicole Allen**, Assistant Vice President, Patient Experience, Ambulatory Surgery Division, HCA
- **Jan Althouse**, Patient Survey Program Manager, Cook Children's Health Care System

- **Marcelo Alvarenga, M.D.**, CEO & Co-Founder, ConnectaExp
- **Darrell Atkin**, Principal, Darrell Atkin & Associates
- **Rosie Bartel**, Disease Research, Global Patient & Family Advisory Board Liaison
- **Miranda Bond**, Administrative Director, Patient Relations, Parkland Health
- **Maria Fernandez**, Director of Patient Experience, Emory Johns Creek Hospital
- **Sarah Gilstrap**, Senior Manager, Advisory Services, Qualtrics
- **Ron Hamner**, National Program Manager, Policy, VHA Office of Patient Advocacy
- **Maxine Legall**, Chief Diversity, Equity and Inclusion Officer, Jewish Board of Family and Children's Service
- **Susan Murphy**, Chief Experience Officer, Northwest Community Health Care
- **Vita Steina**, Advisor to Health Minister of Latvia, Health Ministry of Latvia

Global Council

Highlights from 2023 include:

- Supported the expansion of [Institute content in multiple languages](#).
- Encouraged and fostered the growth of the Institute's Global Affiliate network and APAC Experience Leaders Circle

Co-chairs

- **Marcelo Alvarenga**, President, Brazilian Society of Patient Experience SOBREXP
- **Irene Chan**, Director, Office of Patient Experience, KK Women's & Children's Hospital

Members

- **Ahmed Abdelkawy**
- **Maria Elvira Aldeco**, Deputy Director of Patient Experience, Fundación Santa Fe de Bogotá
- **Nuria Diaz Avendano**, Quality Improvement and Patient Experience Leader, Quironsalud
- **Serena Bertoli-Haley**, Manager, Experience in Care, Vancouver Coastal Health
- **Carlos Bezos Daleske**, CEO, Institute for Patient Experience
- **Katia Colin**, Founder & CEO, Instituto Nexa Mexico
- **Dieter DeCourt**, Innovation Manager, UZ Brussel
- **Hiroko Fujii**, Public Relations Manager, Association for Patient eXperience Japan
- **David Grayson**, Clinical Lead Patient Experience & Patient safety, Te Whatu Ora – Waitematā
- **Anne Marie Hadley**, CXO, NSW Health
- **Sherri Huckstep**, Chief Experience Officer, The Royal Women's Hospital
- **Ana Kernkraut**, Patient Experience Coordinator, Hospital Israelita Albert Einstein
- **Amah Kouevi**, CEO, French Patient Experience Institute
- **David McNally**, Head of Experience of Care, NHS England and Improvement
- **Ayman Naser**, Co-Founder & General Manager / Quality Specialist in Self Financing Revenue Fund, Labenat Healthcare Consultancy / King Abdullah Medical City
- **Muneera Rasheed**, Independent Professional and Former Director Patient Experience of Care, Aga Khan University, Pakistan
- **Vita Steina**, Head of Patient Experience and Customer Service, Children's University Hospital, Latvia
- **Cathy Walsh**, Associate Director of Patient Experience, Cheshire and Wirral Partnership Trust
- **Chatchai Yachantha**, Chief Patient Experience Officer, Bumrungrad International Hospital

- **Rosanne Zimmerman**, Director Patient Experience & Safety, Hamilton Health Sciences

Nurse Executive Council

Highlights from 2023 include:

- Held special Nurse Executive Panel at ELEVATE PX 2023 - A Conversation on Trust and the Human Experience in Healthcare – based on the article, "[Rebuilding a foundation of trust: A call to action in creating a safe environment for everyone.](#)"
- Published new article in Patient Experience Journal - "[Breaking the transactional mindset: A new path for healthcare leadership built on a commitment to human experience.](#)"

Co-chairs

- **Jennifer Gentry MSN, RN, NEA-BC**, Chief Nursing Officer - Central Division, Providence Health and Services
- **Jerry Mansfield, Ph.D., MS, RN, NEA-BC**, Health Care Executive – Independent

Members

- **Debra Albert**, Senior Vice President for Patient Care Services and Chief Nursing Officer, NYU Langone Health
- **Rachel Armstrong**, Principal Health Systems Engineer, The MITRE Corp.
- **Joyce Batcheller**, Adjunct Professor, CEO, CNO Space, Texas Tech, CNO Space and AMN healthcare
- **Dale Beatty**, Chief Nurse Executive / Vice President, Stanford Health Care
- **Beth Beckman**, Chief Nurse Executive – SVP, Yale New Haven Health System
- **Karen Bonner**, Chief Nurse & Director for Infection Prevention & Control, Buckinghamshire Healthcare NHS Trust

- **Jerome Dayao**, CNO consultant
- **Karen Drenkard**, Sr Fellow, Public Policy Institute, AARP, Center for Health Equity through Nursing
- **Cole Edmonson**, Chief Experience and Clinical Officer, AMN Healthcare
- **Rhonda Foster**, Vice President and Chief Nursing Officer, Children's Hospital of Los Angeles
- **Karen Grimley**, Chief Nursing Executive and Assistant Dean, UCLA Health and UCLA School of Nursing
- **Nat'e Guyton**
- **Jacqueline Herd**
- **Melanie Heuston**, Chief Nurse Executive, WVU Medicine
- **Barbara Jacobs**, Retired
- **Christopher Jordan**, Chief Nursing Officer, Vice President Patient Care Services, St. Peters Health Partners
- **Anna Kiger**, System Chief Nurse Officer, Sutter Health
- **Kirsten Krull**
- **Claudia Laselva**, CNO, Operations Director, Hospital Israelita Albert Einstein
- **Charlotte Mather**, Vice President - Nursing, Seasons Hospice & Palliative Care
- **Robin Newhouse**, Dean and Distinguished Professor, Indiana University School of Nursing
- **Victoria Niederhauser**, Dean and Professor, University of TN, Knoxville College of Nursing
- **Terry McDonnell**, Chief Nursing and Patient Care Services, Duke Raleigh Hospital
- **Erica Rossitto**, Vice President and Chief Nurse Executive, HCA Healthcare
- **Kelli Saucerman-Howard**, Chief Nursing Officer Cleveland Clinic Akron General
- **Maureen Sintich**, Executive Vice President, Chief Nursing Executive, Inova Health System
- **Jerry Spicer**, Regional Chief Nurse Executive & VP Pt Care Svcs., Kaiser Permanente - Southern California

- **Jennifer Strawn**, Associate Director Patient Care Services/Nurse Executive, VA Southern Nevada Healthcare System
- **Cathleen Wheatley**, President, Atrium Health Wake Forest Baptist Medical Center
- **Laura Wood**, EVP and System CNO, Boston Children's Hospital

Patient Advocacy Council

Highlights from 2023 include:

- Five Lost Belongings Work Group calls and a corresponding PX Chat
- Three PAC Connection Calls
- Three webinars
- Eight sessions at ELEVATE PX 2023
- PXLB - [Escalating Patient Behavior: Know Before You Go](#), featuring Kim Pedersen

Co-chairs

- **Elizabeth Deacon**, Assistant Vice President, Patient & Provider Advocacy, Ochsner Health System
- **Linda Van der Voort, MA, CPXP**, Director, Patient Relations & Language Services, White Plains Hospital
- **Regina Winters**, Senior Director, Consumer Outcomes, Accent Care

Members

- **Corey Adams**, Manager, Patient Experience, St Vincents Hospital
- **Jennifer Ball**, Director of PX & Advocacy, University of Maryland (MD) Midtown
- **Elizabeth Begley**, Director of Human Centered Care, Hartford Healthcare
- **Sarah Benavides**, Manager, Patient Representatives, University of Colorado Health

- **Dana Berry, MBA, CPXP, CPHQ**, Market Director | Regulatory and Accreditation, UT Health East Texas
- **Kate Clarke**, Manager, Patient Relations/Interpreter Services, Northwestern Medicine
- **Andrea Cook, CPXP**, Director, Patient Advocate Dept./Volunteer Services
- **Kathy Denton, Ph.D., CPHQ, SSBB, CPXP**, Director, Patient Experience, MD Anderson Cancer Center
- **Jamie Di Piazza-Rodriguez, MSW, CPXP**, Manager of Patient Experience, Saint Francis Health System
- **Ann E. Doran**, Executive Director, Office Patient Advocacy, Veterans Health Administration
- **Maria Fernandez**, Senior Manager, Patient Experience, Emory Johns Creek Hospital
- **Tyler Gegen**, Senior Director of Patient Experience, Mount Sinai Health System
- **Lisa Gilliam**, Patient Experience Liaison, Redlands Community Hospital
- **Jodi Gross**, Manager of Patient Support Services, Sharp Grossmont Hospital
- **Michael Hansen**, Patient Relations Representative, Metrohealth Medical Center
- **Kelly Holland**, Manager Patient/Family Experience, UVM Medical Center
- **Susan Kemp**, Patient Family Representative, Arkansas Children's Hospital
- **Mecciya Majrashi**, President, Saudi Patient Experience Club
- **Jeff Mitchell**, Veteran Experience Officer, U.S. Department of Veterans Affairs
- **Nanci Newberry**, Patient and Family Engagement Coordinator, TMF Health Quality Institute
- **Laurie Patterson**, Patient Advocate, Children's Hospital Colorado - Colorado Springs
- **Kim Pedersen**, Director Operations, Patient Support Services, Northwestern Medicine, Marianjoy Rehabilitation Hospital
- **Robert Rahal**, Patient Advocate, VA Pacific Islands Healthcare System

Pediatric Council

Highlights from 2023 include:

- Welcomed new co-chair Stacy Sedlack, Patient Experience Partner, from St. Louis Children's Hospital
- Council led "Pediatrics Performance Insights: Sharing data to drive global experience improvement" at ELEVATE PX 2023
- Family Consultant Monica Jones, representing The Children's Hospital of Philadelphia, participated in an episode of the To Care is Human podcast titled, "[When we share our stories, there's a level of healing](#)"
- [Pediatric Community Connection Call: Emergency Room Ambassador Program](#)

Co-chairs

- **Katherine Salkanovic**, Healthcare Consultant, MOFI
- **Stacy Sedlack**, Patient Experience Partner, St. Louis Children's Hospital

Members

- **Andrea AkenOva**, Director, Patient & Family Centered Care, Phoenix Children's Hospital
- **Jan Althouse, CPXP**, Patient Experience Manager, Cook Children's Health Care System
- **Barbara Burke**, Senior Director, Patient-Family Experience, Ann & Robert H. Lurie Children's Hospital
- **Kamil Cak**, Patient Experience Officer, Children's Hospital of The King's Daughters
- **Megan Chavez, CPXP**, Vice President, Patient and Family Experience, Cook Children's Health Care System
- **Jennifer Coldren**, QI Supervisor Neonatology, Children's Hospital of Philadelphia

- **Janet Cross**, Administrative Director, Pt. & Family-Centered Care, Monroe Carell Jr. Children's Hospital at Vanderbilt
- **Ginger Dzick**, Director, Experience, Children's Wisconsin
- **Terri Ellis**, Manager, Office of Patient and Family Experience, East Tennessee Children's Hospital
- **Kelly Foy**, Certified Child Life Specialist, Connecticut Children's Medical Center
- **Susan Gilland**, Manager – Patient & Family Experience, Connecticut Children's Medical Center
- **Elizabeth Kruvand**, Patient Experience Specialist, SSM Cardinal Glennon Hospital
- **Shanna McCann**, Experience Coach, Children's Minnesota
- **Laura McDonagh**, Assistant Vice President for Central Region Ambulatory, Northwell Health Cohen Children's Medical Center
- **Sephora Morrison**, Associate Division Chief, EMTC; Medical Unit Director, Clinical Operations; Director of Experience & Clinical Integration, Children's National Health System
- **Teresa Prouty**, Family Partnership Coordinator, Patient Relations, Dayton Children's Hospital
- **Sandra Schultz**, Director, Customer Care and Patient Advocacy, CHOC Children's
- **Tricia Spence**, Manager of Volunteer Services and Special Events, St. Jude Children's Research Hospital
- **Jill Sullivan**, Manager, Patient Experience, Children's Hospital of Eastern Ontario

Physician Council

Highlights from 2023 include:

- Engaged in collaborative conversations with the Global Patient & Family Advisory Board on the topic of building trust between patients, families, staff, and clinicians.
- Elevated the dialogue within the physician

community on creative content production through cross-collaboration with other boards and councils.

- Established a focus on reaching more physicians with solutions to expand their PX knowledge and amplify their toolkits.

Co-chairs

- **Susan Nathan M.D.**, Geriatrician/Hospice/Palliative Medicine, Adjunct Instructor in Medicine at Boston Univ of School of Medicine, Director of My Life, My Story Project, VA Boston Healthcare System
- **Alexie Puran M.D., MS FACEP, FAAP, CPXP**, Pediatric Emergency Medicine, Asst Professor of Clinical Pediatrics, Columbia Univ, NYC Health + Hospitals / Harlem
- **Kyle Rehder M.D.**, Physician Quality Officer, Duke University Health System

Members

- **Syed Ahmed, M.D.**, Physician, Northwest Community Hospital
- **Rachel Bishop, M.D.**, Physician, Peace Health
- **Justin Bright, M.D., CPXP**, Assistant Medical Director for Patient Experience, Henry Ford Hospital
- **James Castellone, M.D., MBA, CPE, FACHE, FACEP, CPXP**, Medical Director, Eastern CT Health Network
- **Liza DiLeo Thomas, M.D., CPXP, FAAEM, FACEP**, Medical Director of Patient and Provider Advocacy, Ochsner Health System
- **Jocelyn Edathil, M.D.**, Co-Chief Experience Officer, Temple University Health System
- **Mikelle Key-Solle, M.D.**, Asst Professor, Duke Children's Hospital & Health Center
- **Alpana Kharkar, M.D.**, Physician, Kaiser Permanente
- **Paul Lansdowne, M.D., CPE**, Medical Director for Physician Service Excellence, Methodist Health System

- **Winnie Lee, M.D.**, Chief of Staff, Chief of Diagnostic Imaging Cambridge Memorial Hospital
- **Swati Mehta, M.D.**, Executive Director of Patient Experience, Vituity
- **Sofie Morgan, M.D., MBA**, Associate Chief Quality Officer for Patient Experience, University of Arkansas for Medical Sciences
- **Sachin Patel, M.D.**, Pulmonary & Critical Care Physician, Wakemed Health & Hospitals
- **Michelle Schierling, M.D.**, Emergency Physician, PX Advisor, Stormont Vail Health
- **Taylor Sewell, M.D., MBA, FAAP, CPXP**, Medical Director, NewYork-Presbyterian
- **Michael Witt, M.D., MPH, CPXP**, Physician

Standing Committee on Equity and Inclusion

Highlights from 2023 include:

- Reintroduced the Institute's [Diversity & Inclusion commitment statement](#) as part of ELEVATE PX 2023 opening.
- Reinforced the Institute's commitment to expanding content on diversity, equity, inclusion, and belonging by encouraging and guiding the expansion of content on the Addressing Systemic Racism and Health Disparities page on the new [Institute website](#).

Members

- **Rhae-Ann Booker**, Vice President of Diversity, Equity and Inclusion, Metro Health - University of Michigan Health
- **Lisa Branson**, Clinical Education Specialist, Sonifi
- **Cheryl Call**, Volunteer, Gift Shops, Hospitality and Chaplaincy Services, Utah Valley Hospital | Intermountain Healthcare

- **Jennifer Carron**, Patient Experience Officer, BJC Healthcare
- **Isabela Castro**, PX and QI Consultant, ISQUA
- **Natasa Dill**, Vice President of Quality and Safety, MaineHealth Medical Group
- **Lara Goorland**, Director, Clinical Pharmacy Operations, Devoted Health
- **Frank Hrabe**, Retired Database and Compliance Coordinator,
- **Corey Kimpson**, Chair, Patient and Family Advisory Council, Community Ambassador (COVID-19), Cambridge Memorial Hospital
- **Christine Kouri**, Director, N4 - National Newcomer Navigation Network
- **Toni Land**, Head of Clinical Healthcare Experience, Medallia, Inc.
- **Jolie Limon**, VP Academic Affairs and Designated Institutional Official / Chief of Pediatrics, Valley Children's
- **Germaine Nelson**, Clinical Program Manager, Mount Sinai Selikoff Centers for Occupational Health
- **Karana Pierre**, Medical Officer in Podiatry, The Pine Ridge Reservation (South Dakota)
- **Bianca Radney**, VP, Patient and Family Experience, Texas Health Resources
- **Kimberly Richardson**, Patient Advocate
- **Deborah Sanders**, Clinical Nurse Manager, Ascension St. John Hospital
- **Carol Santalucia**, Retired
- **Jesse Santos**, Patient Experience Manager, AdventHealth New Smyrna Beach
- **Dale Shaller**, Principal, Shaller Consulting Group
- **Amanda Skinner**, President and Chief Executive Officer, Planned Parenthood Southern NE

- Facilitated three Volunteer Professional connection calls
- To Care is Human podcast episode featuring Amy Venenciano, "Plan for a Season. Stay for a Lifetime."
- Three sessions led by VPC members at ELEVATE PX 2023
- Webinar - [Impact of Volunteer Programs: What Are We Measuring and Who Are We Telling?](#)

Co-chairs

- **Linda Fisher, CAVS, MS, CEL**, Regional Director, UCHHealth North, Guest Services, UCHHealth
- **Amy Venenciano**, Director of Guest Screening Services & Volunteer Services, University of California San Francisco

Members

- **Kim Beasley**, Director of Communication and Outreach, A.G. Rhodes
- **Cheryl Call**, Director of Volunteer, Gift Shop, Language and Chaplaincy Services, Utah Valley Hospital, Intermountain Healthcare
- **Beth Daddario**, Director of Volunteers and Guest Services, Inspira Medical Centers Vineland and Elmer
- **Katie Daher**, AVP, Guest, Volunteer, & Spiritual Care Services, Oschner Health
- **DaVida Lee-Williams**, Director, Guest & Volunteer Services, Winship Cancer Institute of Emory University
- **Erica Luciano**, Program Manager, Univ. of Chicago Medical Center
- **Kathleen McIntire**, Director, Volunteer Services, Kaiser Permanente LAMC
- **Eileen Pelletier**, Director of Volunteer Services, Hartford Hospital
- **Alex Seblatnigg**, Director, Volunteer Services & Internal Engagement, Shepherd Center

- **Jennifer (Jenny) Ricklefs**, Manager, Volunteer Services and Shadowing, UCHHealth University of Colorado Hospital
- **Katie Smith**, Manager of Volunteer Resources, Volunteer Resources, Stanford Health Care
- **Wendy Turner**, Manager, Volunteer Services, Providence Regional Medical Center
- **Linda Van Fulpen, CAVS**, Manager, Volunteer Services, Sharp Grossmont Hospital

Volunteer Professionals Council

Highlights from 2023 include:

Special Welcome

Enhancing our commitment to expand the conversation to transform the human experience in healthcare and to support continued community growth, we were excited to welcome one new team member in 2023.

New Team Member



Donna Schacher

Executive Administrator

In Memoriam

Our dear colleague and friend, Tiffany Christensen, passed away on March 12, 2023.

Tiffany was the ultimate champion for the lived experience. She worked relentlessly to ensure the voices of all who healthcare serves are heard, respected and acted on. She was unwavering in her commitment to elevating conversations on equity and was an unparalleled voice for all healthcare could do to be just a little better each day. And in doing all this, she made us all a little better each day too.

Tiffany was also a coach and mentor, an innovator, a driver and she was, most importantly, a dearly loved friend. A friend we know so many of us will miss deeply.

In her honor, we established the Tiffany Christensen Patient and Family Advisor Award, which celebrates great work being done across the globe to improve the human experience in healthcare. She was its inaugural recipient.

It is now up to us to ensure her voice is sustained; that through our actions as a global community and through the experience movement, we work to reflect and honor her brilliance, passion and grace. While her star may have gone out, her light and its warmth, her call for us to move forward with purpose, never will.

Throughout her life Tiffany was committed to ensuring the lived experiences of patients and care partners were heard and supported. [To see just a few of Tiffany's contributions, please visit our website.](#)



Supporting Partners

Special thanks to our 2022 Supporting Partners. These organizations have contributed to the future of the field by supporting the continued growth of The Beryl Institute as the global community of practice on improving the patient experience.

Diamond



Platinum



Gold



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I N S T I T U T E**

Elevating the Human Experience in Healthcare

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