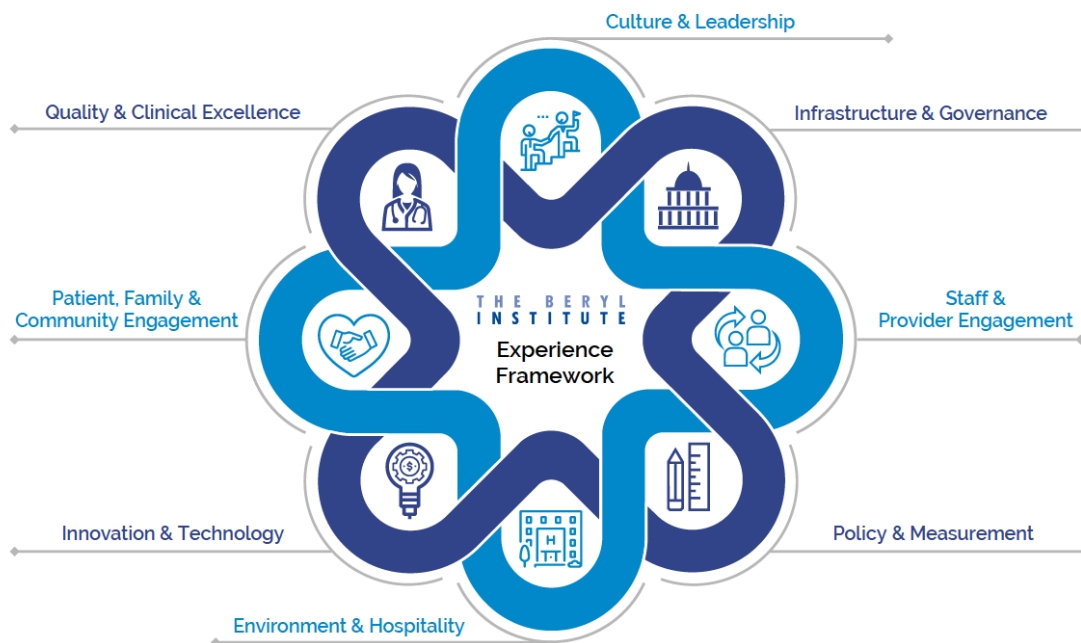


EXPERIENCE ASSESSMENT RESULTS REPORT (Organization Name)

The Experience Assessment is grounded in The Beryl Institute's Experience Framework and built on global research identifying factors seen as critical to positive experience outcomes by both high performing healthcare organizations and consumers of healthcare.



This report provides a summary of insights based on your organization's responses to questions aligned with each of the eight strategic lenses that comprise the framework. It is designed to be reviewed with an Institute team member for further reflection and action planning. With this report you will:

- Gain insight into your organization's overall experience efforts.
- Clarify the strengths and gaps of those experiencing, delivering and improving care.
- Identify your priorities for improvement within the eight strategic lenses.
- Connect to resources to support your experience journey.

The Experience Assessment Results Report contains four main sections:

1. Your organization's overall Human Experience Index Score.
2. Your organization's scoring on each lens of the Experience Framework.
3. A review of your organization's average score per item and respondent breakdown.
4. A separate Appendix - Review and Reflection Worksheet - for guiding analysis of results.

Total Respondents: (number of respondents)

Section 1. Your Human Experience Index Score

The *Human Experience Index* (HXI) provides insights into the breadth, integration and outcomes associated with your organization's experience effort. The HXI serves as both a measure of current state and a means to track progress as you work to develop, implement and refine your efforts.



Level (Score Range)	Description
Leading (169-200)	Organizations at this level are ensuring an integrated, focused and consistent effort across the experience landscape and are working continuously to both sustain and continually improve on their outcomes. While seeing consistent results, organizations at this level do not believe they have achieved experience success. Rather they recognize the need for continued focus and action.
Sustaining (137-168)	Organizations at this level are making significant strides across all aspects of the experience landscape and are seeing sustained results in a large portion of their experience effort.
Progressing (104-136)	Organizations at this level are beginning to see some level of progress across all areas of their experience effort and are starting to realize some consistent results in their efforts.
Integrating (72-103)	Organizations at this level are beginning to integrate the various components of their experience effort, but may have not yet realized consistent performance and outcomes across all areas.
Starting (40-71)	Organizations at this level are at the starting point in many of their experience endeavors or are revisiting or reengaging in experience efforts. They may just be beginning to see the initial impact of their actions.

Section 2. Your Scores by Strategic Lens

The eight strategic areas of The Beryl Institute Experience Framework reinforce the broad and integrated nature of efforts that impact the experience of those served by and working in healthcare. The lenses provide a means to evaluate where organizations are excelling or have opportunities for improvement and offer a direct bridge from identified needs to knowledge, resources and solutions. The scores below summarize how your organization is performing in each lens and are rated on the scale to the right.

Level (Score Range)
Excelling (22.6-25.0)
Seeing Success (17.6-22.5)
Making Progress (12.6-17.5)
Getting Started (7.6-12.5)
Needs attention (5.0-7.5)



Culture and Leadership

The foundation of any successful experience effort is set on who an organization is, its purpose and values, and how it is led.



Environment & Hospitality

The space in which a healthcare experience is delivered and the practices implemented to ensure a positive, comfortable and compassionate encounter must be part of every effort.



Infrastructure & Governance

Effective experience efforts require both the right structures and processes by which to operate and communicate and the formal guidance in place to ensure sustained strategic focus.



Section 2. Your Scores by Strategic Lens - Continued



Innovation & Technology

As a focus on experience expands, it requires new ways of thinking and doing and the technologies and tools to ensure efficiencies, expand capacities and extend boundaries of care.



Patient, Family & Community Engagement

Central to any experience effort are the voices of, contributions from and partnerships with those receiving care and the community served.



Policy & Measurement

Experience is driven and influenced by external factors and systemic and financial realities and requires accepted and understood metrics to effectively measure outcomes and drive action.



Quality & Clinical Excellence

Experience encompasses all an individual encounters and the expectations they have for safe, quality, reliable, and effective care focused on positively impacting health and well-being.



Staff & Provider Engagement

Caring for those delivering and supporting the delivery of care and reaffirming a connection to meaning and purpose is fundamental to the successful realization of a positive experience.



Section 3. Average Score per Item

Item level scores are presented as the average score of all respondents in your organization. The response options for each item follow the five-point scale: [Not at all](#), [To a minimal extent](#), [To some extent](#), [To a great extent](#), [To the greatest extent](#).

Scores for each item are grouped by strategic lens. They should be reviewed based on the following scoring ranges:

- **NEEDS ATTENTION:** Average score from 1.0 to 1.5
- **GETTING STARTED:** Average score from 1.6 to 2.5
- **MAKING PROGRESS:** Average score from 2.6 to 3.5
- **SEEING SUCCESS:** Average score from 3.6 to 4.5
- **EXCELLING:** Average score from 4.6 to 5.0

Culture & Leadership	Value
Our leadership expresses and acts upon a clear commitment to experience efforts.	3.75
We consistently treat patients, family members and care partners with compassion, courtesy and respect.	3.00
We consistently treat each other (as team members and colleagues) with compassion, courtesy and respect.	3.50
We have a clear definition of experience for our organization shared by everyone.	2.25
We have the ability to change processes and procedures quickly when needed.	2.75

Environment & Hospitality	Value
Our environment is clean and comfortable.	3.50
Our environment is quiet and peaceful.	2.50
Our facility is easy for patients, family members and care partners to access.	3.50
Our facility is one in which you can find your way around easily.	3.75
We provide for a comfortable diagnostic and/or testing experience.	3.25

Section 3. Average Score per Item - Continued

Infrastructure & Governance	Value
Our board is aware of, engaged in and supportive of our experience efforts.	3.00
We ensure the ability for patients to schedule an appointment or procedure within a reasonable time period.	3.25
We have wait times that patients, family members and care partners feel are reasonable.	2.75
We offer an understandable and easy process for transitioning personal health information between care providers.	3.50
We provide a discharge/check out process in which patients' treatment plans and/or next steps in care are clearly explained.	3.25

Innovation & Technology	Value
We invest in the newest technologies to best serve our patients, their family members and care partners.	2.75
We offer access to digital/electronic interfaces such as tablets, phone-based applications or patient portals.	2.75
We offer access to technology that is patient-friendly.	3.50
We provide a way to easily access medical information or test results.	2.25
We provide open access to personal health records.	2.50

Patient, Family & Community Engagement	Value
Our care teams intentionally focus on communicating clearly to patients, family members and care partners in a way they can understand.	3.25
We consistently ensure our patients and their family members and care partners feel listened to.	3.25
We consistently invite patients, family members and care partners to ask questions of their care provider(s) and our organization.	3.00
We have formal processes and structures to partner with and engage both patients and community members, such as co-design processes, community forums, patient and family advisory councils, etc.	2.50
We work to ensure consistent effective communication with patients, family members and care partners.	3.75

Section 3. Average Score per Item - Continued

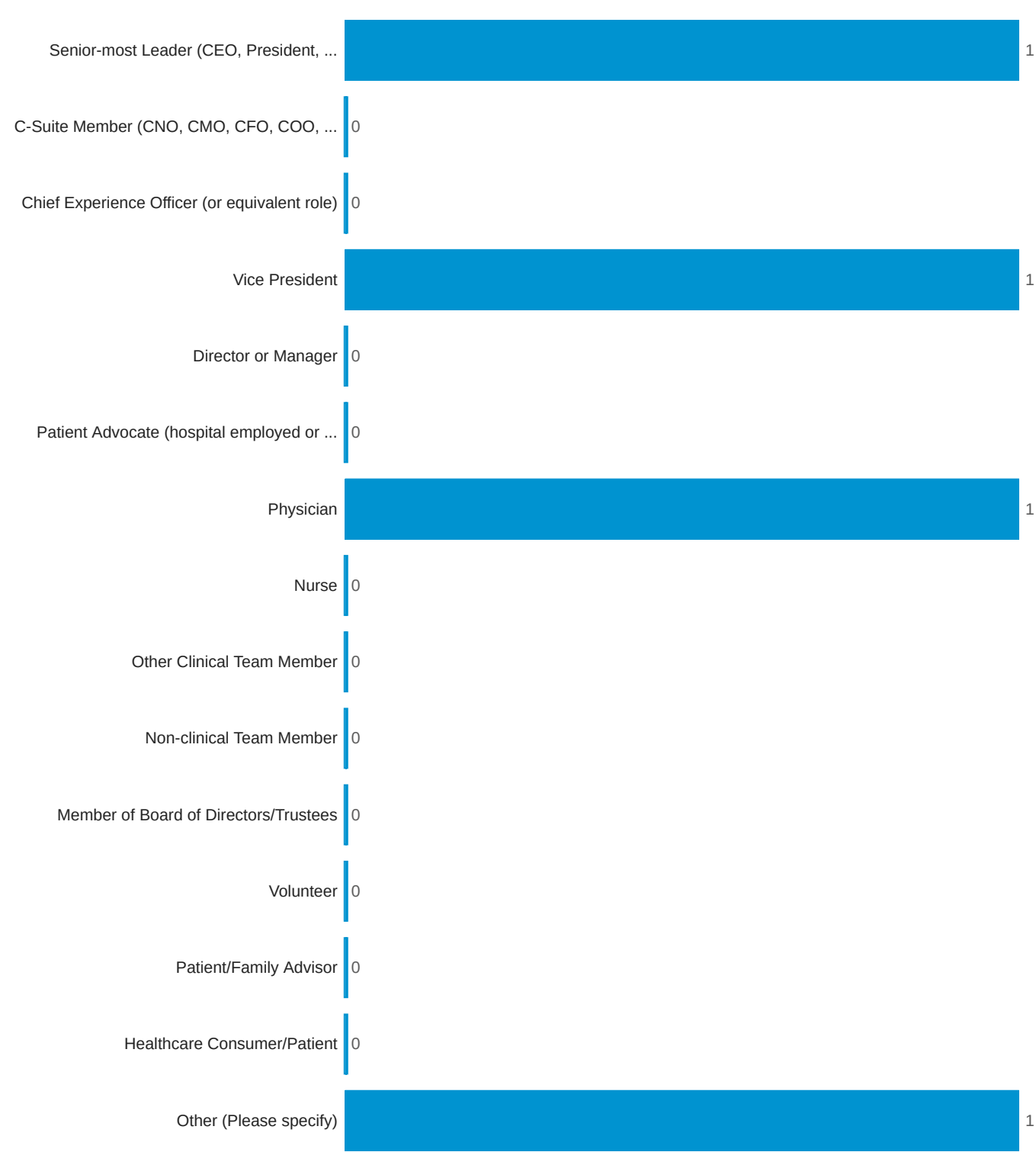
Policy & Measurement	Value
We have a means to gather and act on real-time feedback from patients, family members and care partners.	4.25
We work consistently to address issues of bias and prejudice in our work and foster an environment of inclusion and belonging for both our patients and our colleagues.	3.00
We use our patient experience survey data to drive action and improvement.	3.25
We use our patient comments and narratives to drive action and improvement.	3.50
We work to ensure equitable access to care for all in the communities we serve.	3.25

Quality & Clinical Excellence	Value
Patients and families believe we take their pain seriously and responsibly.	3.25
We achieve the best clinical outcomes as a result of our prescribed treatment, intervention and/or therapy.	2.50
We consistently provide effective coordination of care during and between encounters.	3.75
We ensure we provide every patient a clear plan of care and the reason(s) we are following that plan.	4.00
We work to consistently instill confidence in our skills and abilities to the patients we serve.	3.25

Staff & Provider Engagement	Value
Our staff and clinicians feel a clear connection to purpose.	3.75
We ensure our team members feel valued and recognized for the work they do.	4.25
We have a commitment to staff/team well-being.	3.75
We have a highly engaged team of employees/associates/staff members.	3.00
We reinforce the importance of and ensure teamwork among our care teams.	3.00

Section 4. Respondent Breakdown

The following provides a breakdown of respondent type for your organizational responses.



Section 4. Respondent Breakdown - Continued

No data found - your filters may be too exclusive!
