

THE BERYL  
INSTITUTE

# 2022

## 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.

# THE BERYL INSTITUTE

As we close 2022, we do so with hope and inspiration, deep reflection and new insight, coupled with lingering questions, the need for healing and a true commitment to purpose. To say 2022 was a year that was deeply personal to so many, for so many reasons, only scratches the surface of a year that caught many of us by surprise. 2022 was a year we were going to move past the heights of the COVID pandemic. It was a time to look forward, and as you will see in all the actions that cover the pages that follow, we did move forward, as a community. But we must also acknowledge we did not move forward easily. This was not caused by how we connected or supported one another, but rather by the realities that the world unfurled right in front of us.

As a community, we looked to gain back our breath, to refocus our commitments and realign our intent. Yet at the same time, healthcare was, as I wrote earlier this year, [buffeted by the perfect storm](#). We have been faced with waves of incivility and societal strain, an exhaustion blanketing a diminished healthcare workforce, financial pressures on our organizations' operations and more. These are the realities we faced. But I can say proudly, as individuals and organizations, we have worked, and are still working every day, to tackle these issues. In doing so, we have found much more than solace in our community. We have found a spirit and energy in the face of all that says it should not be there. One that has inspired us forward.

When you see what this community has built together, it is grounded in the fundamental idea that we are working every day to transform the human experience in healthcare. And in doing so, we must acknowledge our own humanity. This has been a year when we have been there for one another, as much for a shoulder to lean on as we have in sharing resources to learn from. We have tackled weighty issues at the heart of the Declaration for Human Experience itself, that we must dismantle disparities, care for our healthcare workforce, and listen to and act on what matters to the patients and care partners who turn to healthcare for help every day.

On the following pages, when you read about the actions of our community members, the contributions of our boards and councils, see the

papers written, research shared, ideas elevated, we must acknowledge all that is underneath. That is our commitment in this community to first be human beings caring for human beings. This commitment has had us thrive with a global lens as voices from every continent contributed to our conversations and actions and in their native tongue. The voices of our Global Council [shared what human experience means to them](#), hundreds of members of our community joined in conversation circles on shaping a global experience measure framing a relevant and comparable set of questions that can help identify where organizations are excelling around the world. Global Affiliates have emerged as regional organizations on multiple continents have grown, translating experience efforts at local levels. This commitment to sharing and growing has not stopped even in the face of what may have slowed us down.

That remains the magic that I have seen in our community in the twelve years we have grown together. That even in the toughest of times, we find a lifeline in one another. That even in the face of the greatest challenges, we support each other in finding the right answers for the moments in which we find ourselves. In this generosity we have created a space to breathe, to heal. Together we have committed to transforming the human experience in healthcare with an unwavering dedication to each other.

That is what you will find reflected on the pages that follow. This is not just an incredible list of what has been done by the thousands of members in our community. Rather, it reflects what we have done together. And if this is what we have accomplished in some of the most trying times we have faced, I cannot wait for what lies ahead on our journey.

Thank you to all who made what follows a reality. Thank you to all who call this community home. We still have good work to do. And I am forever grateful we get to do it together.



Jason A. Wolf, PhD, CPXP  
President & CEO

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# transformHX.org

## Signatures

Since launching in 2021, **89 organizations** and **1,172 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](https://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:**

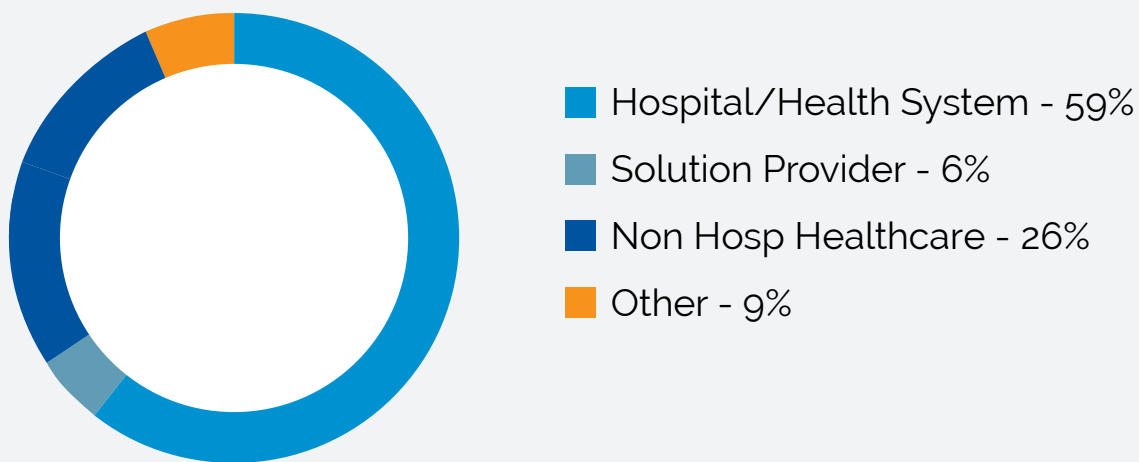
- Acknowledge and dismantle systemic racism and prejudice, tackle disparities and provide the highest-quality, most equitable care possible.
- Understand and act on the needs and vulnerabilities of the healthcare workforce to honor their commitment and reaffirm and reenergize their purpose.
- Recognize 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.

In making this declaration personally and publicly, we stand for all we can and must be in healthcare. In aligning our words and actions to move this cause forward, we commit to transforming the human experience in healthcare for all patients, the healthcare workforce and the communities we serve.

## Community Profile

Our community continued to grow with over 60,000 members and guests representing over 80 countries accessing resources and connections to guide improvements in their organizations.

### Organization Type



We were excited to welcome 31 new organizational members in 2022:

- Bassett Healthcare Network
- Epworth HealthCare
- Bristol Health
- Children's Healthcare of Atlanta
- University of Washington. Harborview
- Parkview Noble Hospital
- Covenant Care
- UnitedHealthcare
- King's Daughters Health System
- Logan Health
- Torrance Memorial Medical Center
- Pun Hlaing Hospitals
- Mobius VP, LLC
- Alfred Health
- Dignity Health California Health Medical Center
- Baptist Hospitals of Southeast Texas
- PEP Health
- AtlantiCare Health System
- Nebraska Medicine
- Wellstar Health System
- Lee Health
- South Shore Health
- Muscogee Creek Nation Department of Health
- North Olympic Healthcare Network
- Genesis Healthcare System
- Healthwise
- The Community Health Center of Buffalo
- Sheridan Memorial Hospital
- Northwest Community Healthcare
- bluetree dental
- Genentech, Inc.

## Advocacy

In 2022, PXPF continued its efforts by expanding advocacy efforts and for the first time providing direct resources that individuals and organizations can use to inform themselves and community with key policy makers.



### Executive Board Co-Chairs



**Shari Berman**  
Patient Advisor, Boston, MA



**Rick Evans**  
SVP and Chief Experience Officer  
NewYork-Presbyterian



**Charisse (Nikki) Montgomery,**  
MA, MEd, GPAC  
PXPF Program Coordinator,  
Parent President  
University Hospitals Rainbow Babies

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.

In 2022, PXPF maintained a focus on issues critical to both patient and family partnership and patient experience measurement and reporting. In both areas, PXPF workgroups worked to:

- Meet with CMS leadership and staff
- Identify supportive communities and promote priorities within The Beryl Institute
- Identify supportive patient/consumer groups that can advocate for priorities
- Expand our policy efforts with other trade associations and survey vendors
- Encourage interagency collaboration to support a focus on patient experience priorities

Measurement efforts dug deeper into issues with the intention of:

- Making publicly reported data more transparent to all stakeholders
- Increasing use of narrative in patient experience data collection and reporting
- Standardizing and supporting the collection and reporting of Racial/Ethnic/Language (R/E/L) and Sexual Orientation and Gender Identity (SOGI) data

The final item underlines a clear focus on our core commitment of the Declaration for Human Experience in being able to understand and address issues of inequity and health disparities.

Patient and family partnership efforts redoubled efforts to ensure the issues and challenges of restricted visitation and caregiver presence at the bedside was not an issue that reemerged as the presence of COVID continued.

In addition, the production of a Telehealth Policy and Advocacy toolkit became a major deliverable in 2022 providing background information on the critical need for telehealth in our new healthcare world, identifying the policies and bills that might impact it and providing direct resources for individual and organizations to address these policy issues.

## 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 2022

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 30,950 active registered users with PX Connect accounts. In 2022, there were 759 new discussion threads/conversations and 2,074 posts.**



Top Ten Discussion Topics:

1. Patient Experience Competencies
2. Communication and Empathy Training
3. How Is Your PFAC Structured and Designed? Advisor Recruitment?
4. PX/Employee Engagement Correlation
5. Patient Experience Roadmap
6. Zero Tolerance for Violence
7. Has Anyone Measured the Impact of Patient Gratitude on Reducing Burnout?
8. ER Patient Communication During Wait
9. Staff Responsiveness Initiative
10. Senior Leadership Rounding Program



THE BERYL INSTITUTE



The Institute was excited to better meet the needs and desires of the community by designing and offering an event unlike any other.

For the first time in three years, due to the pandemic, we were able to offer an in-person option. We also developed a 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 43 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

In addition to gatherings from our Patient Advocacy, Physicians, Ambulatory, patient and Care Partner and Pediatrics communities, the Volunteer Professionals Community held its first in-person meeting, bringing together volunteer professional leaders and staff from across North America.

To support engaging more patients and family members in the overall patient experience conversation, we were excited to offer **four** 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.

**960 participants represented 13 countries:**

- Australia
- Brazil
- Canada
- Germany
- Latvia
- Mexico
- New Zealand
- Saudi Arabia
- Singapore
- Spain
- United Arab Emirates
- United Kingdom

**4**  
Keynotes

**50**  
Breakout  
Sessions

**22**  
Poster  
Sessions

**98**  
Speakers

**32**  
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 white 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 remained a highly active group, engaging almost 40 Chief Experience Officers (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 and relevant issues impacting experience efforts and dug deep in highlighting practical actions to move these efforts forward. Of note, the group explored the critical conversations on how people structure experience efforts and the implications of and actions needed to address the visitation issues elevated during the pandemic year.

XLC members also coauthored the Patient Experience Journal article, *Measuring what matters: A proposal for reframing how we evaluate and improve experience in healthcare*, that catalyzed the year-long community effort to explore the potential for a global experience measure. This work continues into 2023.

XLC 2022 included leaders from the following organizations:

- AdventHealth
- Adventist Health
- Ascension
- Atrium Health
- Baystate Medical Center
- BJC Healthcare

- CareMax
- CHRISTUS Health
- City of Hope
- Cone Health
- Cook Children's
- El Camino Health
- Essentia Health
- Froedtert Health
- Jefferson Health
- Johns Hopkins Health System
- Lehigh Valley Health Network
- MaineHealth
- MD Anderson Cancer Center
- Methodist Health System
- NewYork-Presbyterian
- Northwell Health
- Sharp Healthcare
- St. Luke's University Health Network
- Stanford Health Care
- The University of Chicago Medicine
- UC Health
- UNC Health
- University of Maryland - Upper Chesapeake Health
- University of Maryland St. Joseph Medical Center
- University of Missouri Health Care
- Vanderbilt University Medical Center
- Veteran's Health Administration
- Vidant Health
- Wellstar Health

### PX Chats

Supporting our foundational value of collaboration, we launched PX Chats in 2022 to allow members of The Beryl Institute to connect for peer-to-peer conversations exploring some of healthcare's biggest challenges.

Our quarterly chats centered on four topics:

- Diversity, Equity and Inclusion
- Patient, Family and Community Engagement
- Supporting the Workforce
- 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 2022, we recorded **14 connection calls** with members of the Institute.

#### Ambulatory Care Community

- Measurement, Scorecards and Data
- Digital Patient Engagement in Ambulatory Care
- Expanding Access through Telehealth

#### Patient Advocacy Community

- Staffing Justification for Patient Advocates
- Are you ready? Being Prepared for JC and Other Regulatory Visitors

- Reinventing the DEI Grievance Review Process
- Welcome to Angryland

#### Pediatric Community

- Patient Emotional Safety in Pediatric Healthcare
- PX Goal Setting in Pediatric Care

#### Volunteer Professionals Community

- Making Emotional Wellness a Priority

- Addressing Diversity, Equity and Inclusion as Volunteer Professionals
- Joint Commission: A Discussion on Being Prepared as Volunteer Professionals
- Rebuilding Healthcare Volunteer Programs
- Breaking the Mold: Exploring Nontraditional Healthcare Volunteer Roles

### Celebration Weeks

#### National Volunteer Week - April 18 - 22, 2022

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 25 - 29, 2022

In 2022, we celebrated PX week virtually by encouraging our community to engage via social media using the hashtag #PXWeek2022 and tagging our accounts in their posts. To support the celebration, we also offered a number of templates, including ones for staff recognition, press releases, and more.



## Speaking

Speakers from the Institute presented at **29 events** across the globe:

- Agency for Clinical Innovation, New South Wales
- American Association of Colleges of Nursing
- Aphasia Institute
- AtlantiCare Regional Health System
- Azimute Med
- Brazilian Association of Lymphoma & Leukemia
- Central CA Faculty Medical Group
- Dignity Health / Yale
- Epworth Healthcare
- Genentech
- Georgia Hospital Association
- Gratitude Symposium
- Healthcare Financial Management Association
- Hillsdale Hospital
- Institute for Healthcare Improvement
- Kaiser Permanente Medical Center San Jose
- Latvia Children's Hospital
- Meditech
- Ministry of Health Saudi Arabia
- Missouri Hospital Association
- National Association for Home Care and Hospice
- NHS
- Northwell Health
- Quironsalud
- Sirio Libanes Hospital
- SOBREXP Sociedade Brasileira de Experiencia
- Synova Associates
- Virtua Health
- Western Reserve Hospital

## Resources

Elevating the human experience remained a top priority for healthcare in 2022. 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 2022, we were excited to release three issues of PX Pulse.

**March** - The first report continued to track the impact of COVID-19, revealing consumer perspectives on such topics as comfort in returning to seek care, issues influencing their decision-making, visitation policies and experiences with healthcare incivility.

**June** - The second report focused on the core questions we have asked from our start and continues to explore the impact of COVID-19 on consumer perspectives overall.

**November** - The third report revealed the challenges the healthcare industry faced as the world learned how to operationalize the realities of the pandemic. Specifically, the findings shared consumers' perspective of quality of care and 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 **four PX papers** in 2022.



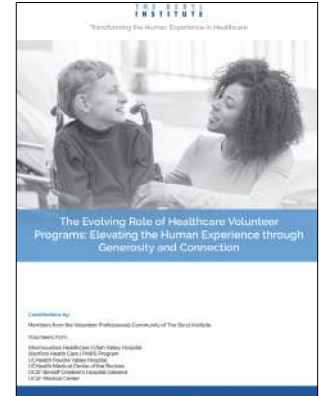
***Patient Advocacy Data: Discovering the hidden gems in patient feedback***



***Restoring Safe Workplaces in Healthcare: A Commitment to the Human Experience***



***The Impact of Bias on Health Equity and the Human Experience***



***The Evolving Role of Healthcare Volunteer Programs***



## 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 **ten case studies** in 2022:

- **A Step Toward Improving Quality of Care Based on Patient Views**, Ministry of Health - Saudi Arabia
- **Getting in Front of Potential Harm following Established Safety Protocols**, The Veterans Health Administration
- **Achieving a Compassionate, Person-Centered Organization by Design**, AdventistHealth Howard Memorial
- **HOW CAN YOU SKIDLS? Raising Awareness Around Patient Belongings**, Memorial Hospital-Belleville
- **Briner Imaging uses Patient Advocacy Data to Improve the Diagnostic Experience**, Tahoe Forest Hospital District
- **Creating a More Diverse Pathway to the Future through Leadership Development**, A.G. Rhodes
- **Barnes-Jewish Hospital Workplace Violence Prevention Program**, Barnes-Jewish Hospital
- **Improving the Experience of Surgical Patients Using Asynchronous Video Technology**, Gramercy Surgery Center
- **Using Innovative Text Messaging to Keep Families and Loved Ones Informed During Inpatient Stays**, Houston Methodist Hospital
- **Beyond My Wildest Dream: Innovative Technology to Better Understand What Really Matters to Patients**, PatientsVoices

### Grant/Scholar Recipients

The mission of the annual grant and scholar program supports patient experience research efforts and represents our ongoing commitment to expanding the conversation, learning and sharing around improving the patient experience in the healthcare industry.

We awarded grants to **eight healthcare organizations and five scholars** in 2022:

#### Grant Recipients

- **University of Maryland St. Joseph Medical Center, Towson, MD** - Providing timely and accessible resources, information and amenities through the development of a Hospitality Center
- **BVOGUE (Black Voices on Gynecologic Center: Understanding Experiences)** - How do Black gynecologic cancer patients diagnosed before age 40 describe their cancer care and experiences of racism and/or bias related to that care?
- **Sunnybrook Health Sciences Centre, Ontario, Canada** - Evaluating a co-designed patient-facing digital hub for enhancing patient engagement in research
- **Children's Hospital Colorado, Aurora, CO** - Ambulatory interventions to improve patient experience scores around post-discharge instructions
- **Alberta Health Services, Alberta, Canada** - Effects of the COVID-19 pandemic on PFCC practices, experiences of patients/families and care providers, and transition services
- **Northwell Health, New Hyde Park, NY** - A qualitative study examining patient experience factors and drivers within the home care setting
- **Royal North Shore Hospital, Sydney, Australia** - Can adding a Net Promoter Score question be translated to add value to improving the patient experience in a public hospital setting?
- **Our Lady of the Lake Regional Medical Center, Baton Rouge, LA** - Can an innovative, immersive, reverse roleplay initiative change the perspectives of clinical staff and their practice improving the Patient and Family Experience?

#### Scholar Recipients

- **Jenni Davis, Doctoral Candidate, International Family & Community Studies, Clemson University, Clemson, SC** - What are the sources of stress for outpatient healthcare professionals? Do those who receive Child Life support during a patient interaction report less stress and greater satisfaction than those who do not?
- **Lisa Huddleston, Doctoral Candidate, Health Communication, University of Kentucky, Lexington, KY** - An examination of organizational communication breakdowns from the perspectives of nurse managers who are accountable for their organizations' patient experience measures. Is an intense focus on "just the scores" and piecemeal solutions detrimental to patient experience?
- **Tiffany C. Jennings, Doctoral Candidate in Organizational & Change Leadership, University of Southern California, Los Angeles, CA** - Beliefs, experiences and perceptions of frontline medical doctors within a primary care clinical setting when attempting to implement PX initiatives
- **Bente Omonge, Doctoral Candidate, Org Leadership & Development, Pan African Christian University, Kenya, East Africa** - Leadership strategies in healthcare facilities and patient experience in tertiary hospitals in Nairobi, Kenya
- **Kayley Perfetto, Doctoral Candidate, Health Quality, Queen's University, Ontario, Canada** - Perceptions about safety from informal caregivers of adult patients on inpatient units in hospitals with restricted visiting hours



## To Care is Human: A Patient Experience Podcast

HOSTED BY:



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

President & CEO  
The Beryl Institute



**Tiffany Christensen, CPXP**

Vice President,  
Experience Excellence  
The Beryl Institute



**Stacy Palmer, CPXP**

Senior Vice President  
& COO  
The Beryl Institute

The Beryl Institute continued the To Care is Human Podcast series in 2022, 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 **ten episodes** in 2022:

- **"Brain Fog" and Overwhelm: A Long-COVID Story** - Mary B. Smith, LICSW
- **A Conversation with Alina Moran, President at Dignity Health – California Hospital Medical Center (CHMC)** - Alina Moran, MPA, FACHE, FAB
- **Easy to Give, Hard to Receive** - Risa Hanau, LCSW
- **A Conversation with Dennis Pullin, President and CEO of Virtua Health** - Dennis W. Pullin, FACHE
- **A Conversation with Jennifer Purdy, Executive Director, Patient Experience at the Veteran's Experience Office** - Jennifer Purdy
- **Zero to Hero: How to build a healthcare app that attracts users** - Joshua Titus, CEO, Gozio Health
- **"My lungs on the x-ray looked like ground up glass": A COVID Recovery Story** - Bob Pollard, Patient Experience Coordinator, Hannibal Regional Healthcare System
- **"I know what's on the other side of my read"** - Jennifer Kemp, MD, FACR, Vice Chair Quality and Operations, CU Med
- **Forgive Yourself for Being Human: A Story of Bipolar Disorder** - Trisha Choi, CPXP, MA, Duke University Health System
- **The Importance of Culture in Healthcare** - Dr. Karana Pierre





### Patient Experience Blogs

PX blogs highlight the diverse expertise of our community. We posted **19 blogs** in 2022:

- **Going Off on a Tangent: Exploring the Possibility of Process Change** - Karina Vargas, CAVS
- **Creating Safe Dental Workplaces** - Isabela Castro
- **Providing Comfort and Communication to Enhance the 'Wait Experience'** - Lina Reid, Sharon Hudson-Alipanopoulos, Hasina Reshamwalla
- **Gratitude: A Glimmer of Sunshine in the Covid Storm** - Tom Scaletta, MD
- **The COVID career shift: How the pandemic and burnout are changing nursing paths** - Joy Avery, RN, MSN
- **Combining Volunteer Services and Patient Experience: Why it Matters** - Cate Murphy
- **PX Competencies: Making Experience a Priority, the VA Way** - Fred Lesinski
- **Workplace Violence in Healthcare: A Rallying Cry to Restore Safety** - Michelle Squire
- **5 Elements Not to Leave Out of Your Language Access Plan** - Michael Dombkoski
- **Human-Centered Communication from the H.E.A.R.T.®** - L. Hillary Basden RN, MSN
- **Emerging Trend: Enterprise-wide Volunteer Management Solutions** - Lisa LaVigna, DM
- **Humanizing Healthcare Through Art** - Sydney Graham
- **A Commitment to DEI: On-Site Interpreters for Patient-Preferred Languages** - Shanne Keeny, CPXP
- **Standing Up for the Workforce: A Message from the Global Patient and Family Advisory Board** - Isabela Castro, Tony Serge
- **5 Ways to Support the Employee Experience to Develop a Seamless Patient Experience** - Amy Brown, Founder & CEO, Authenticx
- **Issues Awareness Improves Quality and Reimbursement In Home Health Patients** - Tom Scaletta, MD
- **Volunteers: The Heart of Healthcare** - Alex Seblatnigg, CAVS, CPXP
- **Physician Reflection - Patient Stories are Data: Reframing How We Hear and Act on Patient Feedback** Tiffany Christensen, CPXP, VP Experience Excellence, The Beryl Institute - Dr. Alexie Puran
- **Four Ways to Reduce Anxiety in Home Health Patients** - Mike Dellosso



### Patient Experience Journal (PXJ)

PXJ published **68 articles** in 2022.

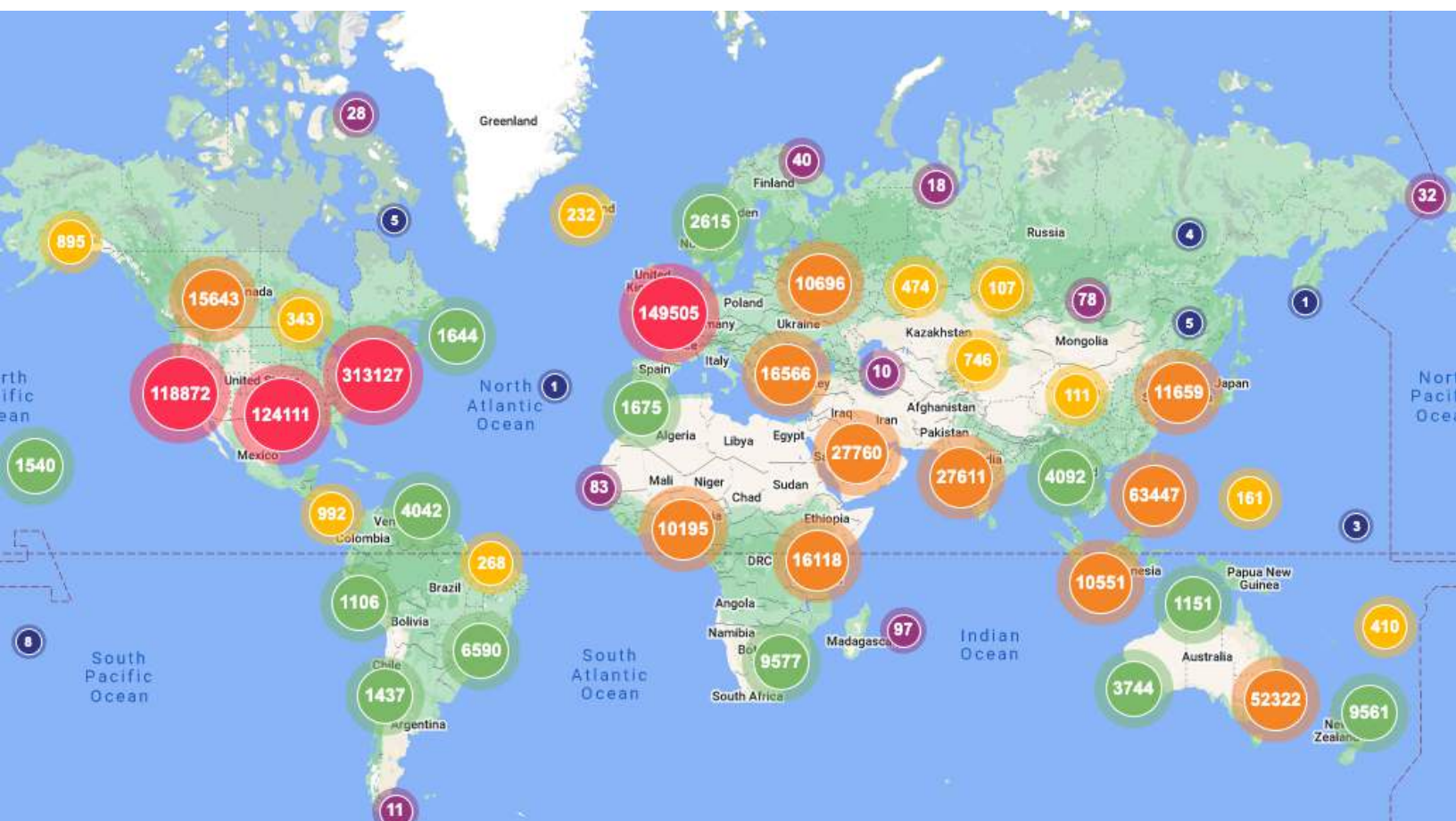
In addition to its two annual publications, PXJ also released its special issue on [Elevating the human experience through caring for the healthcare workforce](#). This special issue provided a broad range of articles including commentaries, personal narratives, research studies and case studies.

In 2022, PXJ articles were downloaded over 137,000 times, surpassing PXJ's one millionth article download since its launch in 2014. Articles were accessed by more than 5200 organizations/institutions in almost 200 countries and territories.



### Editorial Team

- Jason A. Wolf, Ph.D., CPXP, Founding Editor, PXJ / President & CEO, The Beryl Institute
- Geoffrey Silvera, Ph.D., MHA, Associate Editor, PXJ / Assistant Professor, School of Health Professions, 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.

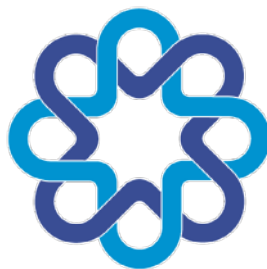
#### Guiding Principles

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 skill for all employees across an organization.

It has been exciting to see engagement grow since PX 101 became available in July 2018 with 75 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.

This on-demand learning program includes three modules:

- What is Patient Experience?
- The Ripple Effect of Patient Experience
- Connecting to Your Purpose

Each module provides 20-30 minutes of storytelling, reflection and quick activities to keep your workforce engaged while learning core patient experience concepts.



### Emerging Leaders

The Emerging Leaders Program was designed to help participants operationalize the eight lenses of the Experience Framework. **Two cohorts with a total of 41 participants** enjoyed a 4-week program in which they engaged in a deep dive of the eight lenses using a variety of Institute resources while also learning from and collaborating with their PX peers.

#### April Cohort

- Andrea AkenOva, Phoenix Children's Hospital
- Dawn Ashby, Washington Regional Medical Center
- Shawna Grissom, Children's Hospital Colorado - Colorado Springs
- Diane Gumaer, Community Hospital - McCoo
- Anissa Hatcher, UAB OPXE
- Ibby Martin, Ohio Health
- Clarisse Montero-Matthews, UCHHealth - Metro Denver
- Mary Rodgers, University Hospitals
- Rebecca Schleis, Holy Family Memorial in Affiliation with Froedtert and the Medical College of WI
- Megan Simino, Barnes-Jewish St. Peters & Progress West Hospitals
- Robin Smith, Providence Health Systems- Fdtn
- Aaron Storms, LAC+USC Medical Center / Keck School of Medicine of USC
- Lisa Sutherland, UT MD Anderson Cancer Center
- Jessica Truesdell, Akron Children's Hospital
- Cynthia Vargas, Salinas Valley Memorial Healthcare System
- Jeremy White, Children's Wisconsin
- Kelly Wilson, UNC Health Care

#### October Cohort

- Maria Ysabel, Bartemus Atrium Health Pineville
- Roma Bordewick, BJC Healthcare
- Melissa Cajigas, University of Miami Health System
- Marisol Calero, University of Miami Health System
- Lisa Clark, HFAH Care Experience
- Randi Cohn, Rutland Regional Medical Center
- Caitlin Donohue, Dana-Farber Cancer Institute
- Terri Ellis, East Tennessee Children's Hospital
- Nathalie Farage, Seattle Children's
- Karen Helm, Valley Health
- Daniel Hernandez, Valley Children's Healthcare
- Priscilla, Latkin, Rutland Regional Medical Center
- Shanna McCann, Children's Minnesota
- Ariel McCollough, Rutland Regional
- Kristen Murphy, University of Miami Health System
- Kadesha, Nicholas, University of Miami Health System
- Gissette Onorato, University of Miami Health System
- Mariela Salgado, University of Houston-Clear Lake
- Brenna Sloane, University of Miami Health System
- Viktoriya Startseva, ValleyHealth
- Rachel Timmerman, San Juan Regional Medical Center
- Kara Ward, Barnes-Jewish Hospital
- Claudia Whittwell, University of Miami Health System
- Erin Wichelman, Atrium Health Pineville





We were excited to recognize **98 recipients** in 2022 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

- Amer Mohammed Alshahrani, Ministry of Health - Saudi Arabia
- Mubarak Alyami, Ministry of Health - Saudi Arabia
- Fatana Amir, Stanford Health Care
- Nicole Apostle, Baystate Health
- Susan Barnes, Queensway Carleton Hospital
- Belinda Bell, VA LOMA LINDA
- Raquel Benitez, Advanced Dermatology
- Kathryn Berry Carter, St. Jude Children's Research Hospital
- Jennifer Black, Salem VAMC
- Gwendolyn Blount, Advanced Dermatology
- Adrienne Breen, Island Health - Nanaimo Regional General Hospital
- Alisha Bronne, NYC Health + Hospitals\*
- Dawn Bullen, Coatesville VA Medical Center
- Yvette Castro, Baptist Health South Florida
- Jessica Cline, Memorial Health System
- Connie Collins, Childrens of Alabama
- Lily Cuadra, Department of Veterans Affairs
- Priscilla De Leon, VA Northern Indiana Health Care System
- Michael Dellosso, Wellspan VNA Home Care
- Michelle Deskins, Barnes-Jewish Hospital
- Jaclyn Doucet, Sodexo Health Care
- Anne Dunne, Advantage Care Physicians
- Ellen Franz, Lutheran Hospital
- Margaret Freas, Hampton VA Medical Center
- Bentley Gallo, New London Hospital
- Nora Gibbeaut, Pleasant Valley Hospital
- Kathy Gilbert, Mount Sinai Health System
- Daisy Gonzalez, Advanced Dermatology
- Hazel Graham, Alaska Native Medical Center
- Melissa Halverson, Rocky Mountain Cancer Centers
- Sara Halvorsen, Mayo Clinic - Radiology
- Ron Hamner, VA - VHA Office of Patient Advocacy
- Kayla Harris, Kaiser Permanente
- Soledad Hearon, Sodexo Health Care
- Michael Hughes, Sodexo Health Care
- Julie Jungwirth, Sodexo Health Care
- Michele Kennedy, Texas Health Resources
- LuAnn Kuhl, Akron Children's Hospital
- Jill Law, North Metropolitan Health Service
- Cynthia Lefeber, Marshfield Clinic Health System
- Mary Lynn Livingston, San Juan Regional Medical Center
- Kristen Lopez, Duke Primary Care - Duke University Health System
- Amanda Mercer, Department Of Veterans Affairs
- Mark Micensky, West Texas VAHCS - Department of Veterans Affairs
- Ashley Miller, Mercy - Springfield, MO
- Noor Numan, Sidra Medical and Research Center\*
- Donovan Ohrt, Southeast Louisiana Veterans Health Care System
- Travis Owen, James A. Haley Veterans Hospital
- Jessica Perales, Advanced Dermatology
- Ashley Perez, Advanced Dermatology
- Anita Plaza, Yuma Regional Medical Center\*
- Mariahildegard Quatchon, Maui Health System
- Pam Redman, Piedmont Atlanta Hospital
- Shawna Reshard, Duke Primary Care
- Jennifer Robins, Sodexo Health Care
- Travis Runnels, Department of Veterans Affairs
- Carolyn Sagle, Sodexo Health Care

# 2022

## Year In Review

- Yakelin Sanchez, Advanced Dermatology
- Jane Sandoval, Yuma Regional Medical Center
- Kelley Scarberry, Sodexo Health Care
- Tammy Sharif, Baystate Medical Center
- Laurie Simpson, Samaritan Health Services\*
- Barrett Smith, Roseburg VA
- Laura Smith, Stormont Vail Health
- Tammy Smith, St. Joseph Hospital
- Verity Speed, Eastern Health
- Ratika Spratt, Mercy - Springfield, MO
- Mischa Thompson, Orlando VA Health Care System
- Elizabeth Vanzo, Provision Solutions / Provision CARES Proton Therapy
- Sara Wagner, Valley Health System
- Christina Wang, Sodexo Health Care
- Amy Whitaker, VA Tennessee Valley Healthcare System
- Renea Wilson, Stormont Vail Health

### Certificate in Patient Advocacy

- Moza Al-Kuwari, Sidra Medical and Research Center\*
- Gennis Arcos, Baptist Health South Florida
- Dawn Ashby, Washington Regional Medical Center
- Alisha Bronne, NYC Health + Hospitals\*
- Jessica Christian, Bozeman Health
- Ryan Cuttitta, Hartford HealthCare
- Stacey Dwire, Porter Medical Center
- Kira Evans, Shore Medical Center
- Christopher Figueroa, Hartford HealthCare
- Christine Foulkes, Texas Health Resources
- Jessica Harley, St. Joseph's Health
- Rachel Hayes, Englewood Hospital and Medical Center
- Tammie Height, Piedmont Atlanta Hospital
- Tricia Hibbert, Samaritan Health Services
- Shannon Kuck, Baptist Health South Florida
- Frances Lawson, VNA
- Jessica Mancini, Hartford HealthCare
- Keith Murphy, Piedmont Atlanta Hospital
- Noor Numan, Sidra Medical and Research Center\*
- Barbara Reagen, Nemours Alfred I duPont Hospital for Children
- Kelsi Schram, Bozeman Health
- Linda Tholl, Baptist Health South Florida
- Ronald Thomas, Piedmont Atlanta Hospital
- Carley Warzecha, Hartford HealthCare
- Tim Wynne, Children's Wisconsin

### 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 148 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 2022, we offered 3 cohorts with 25 participants.**

*\* Earned Dual Certificate in PX Leadership and Patient Advocacy*

### 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 2022, we offered 3 public cohorts with 50 participants and 4 private cohorts with 84 participants.**

#### February Cohort

- Kari Bealer, Veterans Affairs Nebraska-Western Iowa Health Care System
- Danielle Bourell, OSF HealthCare
- Shayna Crawford, Augusta Health System & Augusta University
- Radha Dahanukar, Hollywood Presbyterian Medical Center
- Tracy Drenth, St. Joseph's Health Care London
- Caitlin Ehli, Virginia Mason Franciscan Health
- Jennifer Flaska, Northwestern Medicine Delnor Hospital
- Jill Hansen, Mercy Medical Center
- Kylie Higgins, VA Maine Healthcare System
- Nancy Hill-Davis, Mercy Medical Center
- Julie Hudtloff, Inova Health System
- Michele LaPrade, Baystate Health
- Lisa Makara, Geisinger
- Sarai Mark, City of Hope
- Tracy McDougal, Mayo Clinic - Florida
- Arion Moser, Geisinger Health System
- Dipti Padliya, Capital Health Medical Center-Hopewell
- Marie Saunders, Baystate Health
- Megan Simino, Barnes-Jewish St. Peters & Progress West Hospitals
- Krista Spane, Virginia Mason Franciscan Health
- Marcus Stacy, Tufts Medical Center

#### July Cohort

- Steven Sanders, VHA
- Lora Richardson, St. Luke's MV Hospital
- Kim Patterson, St. Luke's Auxiliary Gift Shop
- Gabby Carter, IU Health Ball
- Vanessa Gathen, Virginia Mason Franciscan Health
- Kristin Slater-Huff, CHRISTUS St. Vincent Regional Medical Center
- Holly Jolin, The University of Texas Medical Branch Galveston
- Heather Jackson, UCHHealth Greeley
- Erica Schwarting, UNC Health Blue Ridge
- Carly Larkin, Providence Sacred Heart Medical Center
- Debbie Stout, UM Harford Memorial Hospital
- Toni Myhre, Virginia Mason Franciscan Health
- Julie Brooke, Maine Health Patient Experience
- Jennifer Pearson, AU Medical Center

#### October Cohort

- Tiffany DeLacruz, Nuvance Health-Vassar Brothers Medical Center
- Sarah Fondriest, MarinHealth Volunteers
- Patricia Herbst, Northwestern Medicine Huntley Hospital
- Camelia Hison, Planned Parenthood Columbia Willamette
- Nick Love, Planned Parenthood Columbia Willamette
- Denise Melanson, Cheshire Medical Center
- Maureen Morales, Saint Joseph Villa
- Tracy Moxon, Cambridge Memorial Hospital
- Laura Nicholson, Inova Fair Oaks Hospital
- Maverick Perez, Overlake Hospital Medical Center
- Sarah Robb, Cambridge Memorial Hospital
- Kevin Castillo, Torrance Memorial Medical Center
- Gay Ann Talley, Hamilton Health Care System
- Elizabeth Keating, Penn State Health
- Odiana Petithomme, University of Miami





### Webinars

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

We offered **46 webinars** with **over 12,000 registrants**.

- Supporting Your Certification Journey: CPXP and CAVS Preparation**  
 Tiffany Christensen, CPXP, Vice President, Experience Excellence, The Beryl Institute  
 Becky Reisinger, Director, Learning and Professional Development, The Beryl Institute
- Intrapersonal and Interpersonal Skills for Antiracism and Advancing Health Equity**  
 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
- The Power of Storytelling**  
 Lesley Goodburn, Experience of Care Lead - Provider Improvement, NHS England and NHS Improvement
- A Path to Transforming the Human Experience: Exploring the Foundational Frameworks to Build a Strategy for Experience Excellence**  
 Jason A. Wolf, PhD, CPXP, President & CEO, The Beryl Institute
- Utilizing Patient Advocate Data to Improve Patient Experience**  
 Corey Adams | Manager, Patient Experience, St Vincent's Hospital | New South Wales, Australia  
 Terri Ipsen, CPXP | Manager, Content, The Beryl Institute  
 Tiffany Christensen, CPXP | Vice President, Experience Excellence, The Beryl Institute
- How SCL Invested in Well-being and Improved Care Provider Scores**  
 Michael Six, Executive Director of Patient Experience and Physician Development, SCL Health Medical Group  
 Stephen Beeson, MD, Founder and CEO, Practicing Excellence
- Wellness 365: Creating Daily Wellness Practices to Mitigate Burnout\***  
 Stephanie Kincaid, BS, ACC Certified | Service Excellence Coach, Sutter Health/Sutter Independent Physicians  
 Angela W. Trapp, BA, MSW, ACC | Service Excellence Coach, Sutter Health/Sutter Independent Physicians
- Strategically Implementing Virtual Care to Improve the Patient and Provider Experience**  
 Brian Yarnell, President, Bluestream Health  
 Tim Vaughan, Chief Product Officer, pCare
- Adapting Volunteer Services to Rapidly Changing Needs during COVID-19 Pandemic**  
 Fernanda Clariana, MA | Volunteer Services Coordinator, Yale New Haven Hospital
- The Great Invitation: An Inspired Imperative to Uncover the Magnificence within Healthcare\***  
 Diane M. Rogers, PCC, CPXP | President & Founder, Contagious Change, LLC
- My Life, My Story: Putting the Person Above the Problem**  
 Susan Nathan, MD | Palliative Care Physician, VA Boston Healthcare System  
 Maggi A Budd, PhD, MPH, ABPP | Rehabilitation Neuropsychologist, VA Boston SCI/D  
 Isabella Channell, B.S. | Boston VA Healthcare System Psychology Practicum Student and Master's Candidate in Mental Health Counseling and Behavioral Medicine at Boston University School of Medicine
- We Are Not Visitors: Working Together with Family Caregivers and Care Partners\***  
 Presented by Members of the Global Patient and Family Advisory Board:  
 Isabela Castro, PX and QI Consultant, Rede Dor Sao Luis, Rio de Janeiro, Brazil  
 Tony Serge, Patient Experience Advisor and Former PFAC Co-Chair, Groton, MA

Jeff Cousins, Family-Centered Care Consultant, AdventHealth for Children, Orlando, FL

Sydney Graham, Engagement Specialist and Educator, Ontario Family Caregiver Advisory Network, Board Member, Toronto, Canada

Cristina Serrao, Lived Experience Ambassador (Patient Experience Professional Ambassador Fellow), Experience of Care, NHS England and NHS Improvement

MaryAnne Sterling, EVP, Caregiver Experience, Livpact, Denver, CO

- **How to Connect Consumers and Patients to Create the Ultimate Human Experience**

Chrissy Daniels, MS | Chief Experience Officer, Press Ganey

- **Supporting Your Career Path with Body of Knowledge**

Tiffany Christensen, CPXP, Vice President, Experience Excellence, The Beryl Institute

Becky Reisinger, Director, Learning and Professional Development, The Beryl Institute

- **Are You Listening? Unlocking Conversational Data to Enhance the Patient Experience**

Amy Brown, Founder & CEO, Authenticx

Leslie Pagel, CCO, Chief Customer Officer, Authenticx

- **Supporting Your Career Path: Certificate vs Certification?**

Tiffany Christensen, CPXP, Vice President, Experience Excellence, The Beryl Institute

Becky Reisinger, Director, Learning and Professional Development, The Beryl Institute

- **Patient and Provider Partnership: The Road to Health Literacy and Empowered Patients**

Jennifer Kemp, MD FACR, Chief Patient Experience Officer, Scanlated

Linda Sample, BCPA, CPXP, Healthcare Consultant and Patient Advocate, Empowered Healthcare, LLC

- **From the Primary Care Frontline: How to Establish a Practical Patient Experience Program**

Anita Brazill, Healthcare Communications Advisor, Tandigm Health

Jason Ruda, MS, CPXP | Director, Provider & Patient Experience, Tandigm Health

- **Frictionless Care: Create Future-proof Initiatives**

Dr. Christina Triantafyllou, Vice President Head of Improving Patient Experience, Siemens Healthineers

Isabel Nieto Alvarez, Senior Key Expert for Improving Patient Experience, Siemens Healthineers

- **Rebuilding a Foundation of Trust: A Conversation on Workforce Safety and Experience\***

Jason A. Wolf, PhD, CPXP, President & CEO, The Beryl Institute

Panelists:

- Karen Grimley, UCLA Health
- Barbara Jacobs, Luminis Health, Anne Arundel Medical Center
- Jerry Mansfield, Mount Carmel Health System | Trinity Health
- Cynda H. Rushton, Johns Hopkins University
- Laura J. Wood, Boston Children's Hospital

- **Trainings to Support Your Workforce in the Face of Incivility**

Tiffany Christensen, CPXP, Vice President, Experience Excellence, The Beryl Institute

- **Errors of Omission: The Impact of What is NOT Done on Patient Experience**

Keren Stronach, MPH, Cancer Center Patient and Family Experience Specialist, UCSF Mission Hall

- **Achieving Health Equity: Cultural Competency vs. Cultural Safety?\***

Dr. Elana Curtis, FNZCPHM, MD, MPH, MBChB | Taikura Consultants Limited

- **Service Recovery for All: The In-Patient Setting**

Panelists:

- Kathy Denton, PhD, CPHQ, SSBB, CPXP | Director, Office of Patient Experience, MD Anderson Cancer Center | Patient Advocacy Council Member
- Kellie Conner, MS | Regional Patient and Family Relations Manager, Inova Mount Vernon Hospital
- Lisa Gilliam, RN, MSN | Patient Experience Liaison, Redlands Community Hospital | Patient Advocacy Council Member
- Sachin B. Patel, MD | Pulmonary & Critical Care Physician, WakeMed Health & Hospitals | Physician Council Member
- Kim Pedersen | Administrative Director, Patient Relations Marianjoy Rehabilitation Hospital Northwestern Medicine || Patient Advocacy Council Chair Emeritus
- Taylor Sewell, MD, MBA, FAAP, CPXP | Assistant Professor of Pediatrics at CUMC, Columbia University | Pediatric Hospitalist, NYP/ Morgan Stanley Children's Hospital | Associate Medical Director - Patient Experience, NYP/CUIMC | Physician Council Member

- The Importance of Patient and Peer Feedback to Staff Recognition**  
 Joy Avery, MSN, RN | SVP, Clinical Strategy, CipherHealth  
 Donna Pritchard, DNP, MSN, FPN-BC | VP, Clinical Services, CipherHealth
- Rebuilding a Foundation of Trust: A Conversation with Physicians**  
 Jason A. Wolf, PhD, CPXP, President & CEO, The Beryl Institute  
 Panelists:  
 Michael Bennick, MD | Yale-New Haven Hospital  
 Liza DiLeo Thomas, MD | Ochsner Health System  
 Alexie Puran, MD | NYC Health + Hospitals
- Service Recovery for All: The Out-Patient Setting**  
 Elizabeth Begley, System Director Customer and Patient Relations, Hartford Healthcare  
 Robert Rahal, Patient Experience Officer, VA Central California Healthcare System  
 Poppy Szekeres, Director, Patient & Provider Advocacy, Ochsner Health  
 Abbey Weintraub, Patient and Family Advocate, Emory Healthcare Physicians Group Practice
- Reimagine Design Lab: A PFA Co-design Program**  
 Staci Brooks, Experience Catalyst, ECU Health  
 Dorothea S. Handron Ed.D, APRN | Associate Professor Emerita & Patient & Family Advisor, East Carolina University College of Nursing & ECU Health  
 Tammy Thompson, EdD, CPXP, NCARB, EDAC | Director, Experience Engagement, Education & Design, ECU Health
- PXPF Community Conversation: Updates and a Focus on Telehealth Advocacy**  
 Jason Wolf, PhD, CPXP | President & CEO, The Beryl Institute | Founding Editor, Patient Experience Journal  
 Shari Berman | Patient Advisor, Boston, MA | PXPF Board Co-Chair  
 Chrissie Blackburn, MHA | Principal Advisor, Patient and Family Engagement, University Hospitals & University Hospitals Cleveland Medical Center | PXPF Board Member  
 Courtney Nataraj | Patient Advisor, New York Presbyterian | PXPF Board Member
- Rebuilding a Foundation of Trust: A Conversation with Patients and Care Partners**  
 Rosie Bartel, Patient Advisor, Chilton, WI | Global Patient and Family Advisory Board, The Beryl Institute  
 Corey Kimpson, CPXP | Chair, Patient and Family Advisory Council, Cambridge Memorial Hospital, Cambridge, Ontario, Canada | Patient and Family Advisor, Ontario Health West Patient and Family Advisory Council, Ontario, Canada | Global Patient and Family Advisory Board, The Beryl Institute | Standing Committee on Equity and Inclusion, The Beryl Institute  
 Nikki Montgomery, M.A., M.Ed., GPAC | Past President, Patient and Family Partnership Council, University Hospitals Rainbow Babies & Children's | Global Patient and Family Advisory Board, The Beryl Institute
- Mother-baby Care: Creating Exceptional Patient Experiences**  
 Mindy Jones, MSN, RN, C-EFM, C-ONQS | Nurse Manager, Owensboro Health Regional Hospital  
 Julie Westrick, RN, MSN, CPXP | Nursing Executive, SONIFI Health
- Staffing Patient Advocacy using Outcome Measures**  
 Ann E. Doran, MPA, MHSM, CPHQ, CPHRM | Executive Director, Office of Patient Advocacy, Veterans Health Administration
- Which of The Beryl Institute's Learning Programs are Right for Me?**  
 Tiffany Christensen, CPXP, Vice President, Experience Excellence, The Beryl Institute  
 Becky Reisinger, Director, Learning and Professional Development, The Beryl Institute
- How CNOs and CXOs Can Increase Engagement with Leadership Rounding**  
 April Bennett, MSN, CHFP, RN | CNO, Baptist Health Conway  
 Katie Haifley, CPXP | Co-founder, COO/CMO, Nobl
- Beyond Invisibility: Creating a Culture of Inclusion for the LGBTQIA+ Community**  
 Dr. Rhae-Ann Booker, PhD | Vice President of Diversity, Equity & Inclusion, University of Michigan Health – West  
 Thomas Pierce, LMSW, MPA | DEI Program Coordinator, University of Michigan Health – West
- River's Edge 5-Star Journey: Aligning Culture and Technology to Hardwire Excellence**  
 Stephanie Holden, MHA, CPXP | Chief Experience Officer, River's Edge Hospital  
 Andy Figallo, BA | VP, Partner Success, eVideon
- Patient Stories are Data: Reframing How We Hear and Act on Patient Feedback\***  
 Tiffany Christensen, CPXP, Vice President, Experience Excellence, The Beryl Institute

- **Ease, Care, and Access: The Business Impact of Experience Transformation**

Dr. Adrienne Boissy, Chief Medical Officer, Qualtrics

- **Continuing the Shame Conversation through a Lens of Patient Safety**

Will Bynum, MD, Associate Professor of Family Medicine, Duke University School of Medicine

Kara Lyven, MBA, CPPS, Executive Director, Patient Safety, Duke University Hospital

- **Innovative Communication Strategies for Staff and Volunteer Services**

Debbie Garrett, Coordinator of Volunteer and Special Events, St. Jude Children's Research Hospital

Tricia Spence, CAVS, Manager of Volunteer and Special Events, St. Jude Children's Research Hospital

- **The Future of Healthcare Is Mobile: Get Insights from Research**

Lea Chatham, Vice President of Marketing and Brand Ambassador, Gozio Health

- **An Upstream Solution to Advance Physician Engagement**

Katie M Owens, MHA, CPXP | President and Co-Founder, Healthcare Experience Foundation

Laura McNeely, MS | Director, Healthcare Innovation and Associate DIO, UNC Health Blue Ridge

- **Caring for Veterans in the Civilian Setting**

Ann E. Doran, MHSM, MPA, CPHQ, CPHRM | Executive Director, Office of Patient Advocacy, Veterans Administration

Kelly E. Holland, MHA, CPXP | Manager Patient/Family Experience, UVM Medical Center  
Robert Rahal, MPA, MCM | Patient Experience Officer, VA Central California Healthcare System

Linda Van der Voort, MA, CPXP | Director, Patient Relations, Language and Disability Services, White Plains Hospital, a member of the Montefiore Health System

- **Revitalizing the Patient Experience through the Body of Knowledge**

Tiffany Christensen, CPXP, Vice President, Experience Excellence, The Beryl Institute

Becky Reisinger, Senior Director, Learning and Professional Development, The Beryl Institute

- **Systemizing Volunteer Management: The Future of Enterprising Your Volunteer Programs**

Cate Murphy, Director of Corporate Relations and Client Engagement, Samaritan Technologies

- **Lessons from Interpreters: Improving Health Equity and Inclusion for all Patients**

Michelle Harris | Manager, Interpreter Services, Michigan Medicine

Christa A. Moran, NIC, MEd, CoreCHI | Supervisor, Interpreter Services, Michigan Medicine

- **Infection Prevention and the Impact on Patient and Staff Experience**

Jay Juffre, Executive Vice President, ImageFIRST

\* 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 2022:



#### Experience Framework



#### Creating a Safer and Better Experience for Behavioral Pediatric Health Patients

Alexie Puran MD, MS, FACEP, FAAP, CPXP, NYC Health + Hospitals



#### Patient Experience Lessons from 100+ Days as a NICU Dad

Paul Jaglowski, Co-Founder and Chief Strategy Officer at Feedtrail



#### Strength-Based Observations

Tiffany Christensen, CPXP, Vice President, Experience Excellence at The Beryl Institute



#### Need a "helping hand?" A volunteer can help

Tricia Spence, Manager of Volunteer Services at St. Jude Children's Research Hospital



#### Equity, Bias and Human Experience

Nikki Montgomery, Executive Director of Madvocator Educational and Healthcare Advocacy Training and Program Manager, Family Voices National



#### Using Unsolicited Feedback to Improve Patient Experience\*

Amy Brown, Founder & CEO, Authenticix



#### A Multilingual Approach to Telehealth and Electronic Records

Cory Markert, Sales Manager at LanguageLine Solutions



#### How experience coordinators can enhance patient and staff experience

Brandon Bishop & Lou Montana-Rhodes, Vidant Health



#### The Importance of Shared Definitions to Advance DEI Efforts

Dr. Rhae-Ann Booker, PhD, VP of Diversity, Equity and Inclusion at University of Michigan Health - West



#### Committing to Eliminating Disparities in Healthcare

Jennifer Carron, Patient Experience Officer of BJC Health Systems



#### Trauma Informed Care

Corey Adams, Australian Institute of Health Innovation

\* PX Marketplace Learning Bite



## Awards

These awards provide a platform for sharing and celebrating some of the 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. In order to recognize those efforts, we honored and celebrated innovations from organizations, patient/family advisors and individual healthcare professionals.

### Organizational Innovation Award

Awarded to a healthcare organization dedicated to innovations that improve the human experience in healthcare.



New South Wales Health

### Innovative Healthcare Professional Award

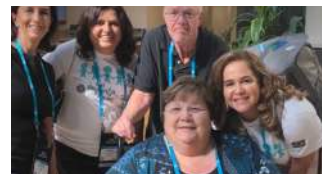
Awarded to a healthcare professional who created or led an innovation, which resulted in positive change.



Sarah Goodsen MBA, CPXP,  
ACHE

### Innovative Patient/Family Advisor Award

Awarded to a PFA who led or inspired an innovation which resulted in positive change.



Rosie Bartel

### 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 **Rick Evans, SVP and Chief Experience Officer, New York Presbyterian** with the 2022 Wendy Leebov Award.



Rick Evans

### 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 **Kim Pedersen, Director Operations, Patient Support Services, Northwestern Medicine, Marianjoy Rehabilitation Hospital** with the 2022 Ruth Ravich Award.



Kim Pedersen (left) with presenter Linda Van de Voort

### 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 **Cynthia Brinley, Volunteer, Wichita Robert J. Dole VA Medical Center** with the 2022 Volunteer Professionals Award.



Cynthia Brinley

## 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 2022, we recognized the winners of the 2021 awards.

### Article of the Year Award

**The influence of COVID-19 visitation restrictions on patient experience and safety outcomes: A critical role for subjective advocates**

Geoffrey A. Silvera, Auburn University

Jason A. Wolf PhD, The Beryl Institute

Anthony Stanowski, Commission on Accreditation of Healthcare Management Education

Quint Studer, Studer Community Institute

### Best Article Award- Emerging Scholar

Lead author has completed a doctorate within the last 5 years

**Using design-thinking to investigate and improve patient experience**

Jennifer Smiechowski, University of Calgary

Megan Mercia, University of Calgary

Kyle Kemp, University of Calgary

Elizabeth Oddone Paolucci, University of Calgary

Maria Santana, University of Calgary

Rahim Kachra, University of Calgary

### Best Article Award- Practitioner

Lead author is a professional from a healthcare delivery organization.

**The effect of service excellence training: Examining providers' patient experience scores**

Katelyn J. Cavanaugh, UT MD Anderson Cancer Center

Monica A. Johnson, UT MD Anderson Cancer Center

Courtney L. Holladay, UT MD Anderson Cancer Center

### Most Impactful Article Award

Selected from all articles published over the last five volumes.

**Healthcare providers versus patients' understanding of health beliefs and values**

Betty M. Kennedy, Pennington Biomedical Research Center

Matloob Rehman, Louisiana State University Health System

William D. Johnson, Pennington Biomedical Research Center

Michelle B. Magee, Pennington Biomedical Research Center

Robert Leonard, Pennington Biomedical Research Center

Peter T. Katzmarzyk, Pennington Biomedical Research Center



## 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.

### 2022 Board Members

#### Strategic Advisory Board

##### Members

- **Michael Bennick, MD**, Medical Director of the Patient Experience, Chairman, Patient Experience Council, Medical Director of the Patient Experience, Chairman, Patient Experience Council
- **Nicole Cable**, Chief Experience Officer, Chief Experience Officer
- **Joanne Carrocino**, President and CEO, President and CEO
- **Jennifer Carron**, Patient Experience Officer, Patient Experience Officer
- **Isabela Castro**, PX & QI Consultant, PX & QI Consultant
- **Neil Churchill**, Director for Patient Experience, Participation and Equalities, Director for Patient Experience, Participation and Equalities
- **Rick Evans**, SVP and Chief Experience Officer, SVP and Chief Experience Officer
- **Janiece Gray**, CEO, Founding Partner, CEO, Founding Partner
- **Susan Haufe**, Chief Industry Advisor, Chief Industry Advisor
- **Amah Kouevi**, Director - Founder, Director - Founder
- **Victoria Niederhauser, PhD**, Dean & Professor, Dean & Professor
- **Tony Serge**, Patient Advisor, Patient Advisor

#### PX Advisory Board

##### Co-chairs

- **Nicole Cable**, Chief Experience Officer, CareMax, Inc.
- **Jennifer Carron**, Patient Experience Officer, BJC Healthcare

##### Members

- **Corey Adams**, Manager, Patient Experience, St. Vincent's Health Network, Sydney
- **Vishal Bhalla**, SVP Chief Human Resources Officer & Chief Experience Officer, Atrium Health
- **"Dexter" Janet Borrowman**, Operational Excellence Coach, Performance Improvement, Kaiser Permanente
- **Nicole Cable**, Chief Experience Officer, CareMax, Inc.
- **Randall Caldwell**, Director of Patient Experience, Baptist Health Louisville
- **Cheryl Call, CAVS**, Manager Volunteer, Gift Shops, Hospitality, and Chaplaincy Services, Intermountain Healthcare | Utah Valley Hospital
- **Jennifer Carron**, Patient Experience Officer, BJC Healthcare
- **Amanda Casillas**, Director, Service Excellence, Stanford Health Care
- **Lynn Charbonneau**, Director, Patient Relations/Guest Services, Tampa General Hospital
- **Linda Fisher**, Regional Director, Guest Services, UCHealth

- **Sven Gierlinger**, Chief Experience Officer, Northwell Health
- **Lara Goorland**, Senior Director, Clinical Operations, Everly Health
- **Pam Guler**, Vice President, Chief Experience Officer, AdventHealth
- **Cherie Lytle**, Manager, Consumer Experience, Nebraska Medicine
- **Tony Padilla**, Vice President, Patient Experience, City of Hope
- **Liz Paskas**, SVP, Chief Patient Experience Officer, Hackensack Meridian Health
- **Kim Pedersen**, Director, Patient Relations, MarianJoy Rehabilitation Hospital/Northwestern Medicine
- **Eileen Pelletier**, Director of Volunteer Services, Hartford Healthcare
- **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
- **Shawn Smith**, AVP: Clinical Enterprise, Patient Experience, Inova Health System
- **Garrett South**, Interim Director of Patient Experience, Dignity Health California Health Medical Center

### Global Patient and Family Advisory Board

Highlights from 2022 include:

- Released: "We are not Visitors: Working Together with Family Caregivers and Care Partners" - A Guide for Providers, Care Partners, Policy Makers, and Researchers.
- Authored blog on "Standing Up for the Workforce"
- Participated in Trust Webinar Series: "Rebuilding a Foundation of Trust: A Conversation with Patients and Care Partners"
- Continued growth of Patient and Family Care Partner Content including 16 PX Paper Reflections, 7 art pieces in "Humanizing Healthcare Through Art" and 10 podcasts

#### Co-chairs

- Isabela Castro**, PX and QI Consultant, Rede Dor Sao Luis, Rio de Janeiro, Brazil
- Tony Serge**, Patient Experience Advisor and Former PFAC Co-Chair

#### Members

- Jack Ballard-Ridley**, Scott's brother and supporter
- Scott Ballard-Ridley**, NHS England and Improvement
- Rosie Bartel**, Patient Advisor
- Jonathan (Jono) Broad**
- Isabela Castro**, PX & QI ConsultantIsqua
- Jeff Cousins**, Family-Centered Care ConsultantAdventHealth for Children
- Ashley D. Bates-Crowley**, Family Voices-CSSP Brain Trust, AETNA Better Health of Kansas-MAC Board, CDDO of Noerthwest Kansas

- Kelly Foran**, NSW
- Sydney Graham**, Engagement Specialist and EducatorSydney Graham Consulting
- Jamonica Hill**, VolunteerDuke
- Melissa Jones**, Parent AdvocateSick Kids PFA
- Corey Kimpson**,
- Tanya Lord**, Director of Patient and Family Experience Foundation for Healthy Communities
- Nikki Montgomery**, President, Patient and Family Partnership CouncilHospitals Rainbow Babies & Children's
- Genevieve Navar Franklin**, Kaiser Permanente
- Tony Serge**, Patient Advisor
- Cristina Serrao**, Patient Experience Professional Ambassador FellowNHS England and Improvement
- Ai Ling Sim-Devadas**
- Kashyap (Kash) Sreeram**, Duke
- Maryanne Sterling, EVP, Caregiver ExperienceLivpact
- Janepher Wabulyu**, Research and Advocacy OfficerUganda Alliance of Patient's Organizations
- Aimee Williamson**, Family Advisory Council MemberBoston Children's Hospital

- Joy Avery**, SVP Clinical Strategy, Cipher Health
- Samir Batra**, Founder & CEO, BAHAI Enterprises
- Sheila Brune**, Creator and Owner, Living History Program©
- Chrissy Daniels**, Chief Expereince Officer, Press Ganey
- Megan Grobert**, Director, IPSOS
- Brian Hatch**, CEO, HatchMed
- Joe Inguanzo**, President and CEO, PRC, Inc.
- Roy Kosuge**, General Manager, SONIFI Health
- Toni Land**, Head of Clinical Healthcare Experience, Medallia
- Gautum Mahtani**, Founder and CEO, Care Experience LP
- Cate Murphy**, Corporate Relations & Client Engagement, Samaritan Technologies
- 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.
- Antoinette Thomas**, US Health and Life Sciences Chief Experience Officer & Industry Executive, Microsoft
- 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

### Solutions Advisory Board

#### Co-chairs

- Janiece Gray**, CEO, Founding Partner, DTA Associates, Inc.
- Susan Haufe**, Former Chief Industry Advisor, Qualtrics

#### Members

- Bob Abrahamson**, VP of Marketing, pCare
- Darrell Atkin**, VP, Marketing, Medical EarlySign
- Meade Atkinson**, Chief Revenue Officer, Health Prime

### PXPF Board

#### Co-chairs

- **Rick Evans**, SVP and Chief Experience Officer, New York Presbyterian
- **Shari Berman**, Patient Advisor, Boston, MA
- **Charisse (Nikki) Montgomery**, PXPF Program Coordinator, Parent President, University Hospitals Rainbow Babies and Children's Hospital Patient and Family Partnership Council

#### Members

- **Michael C. Bennick**, Medical Director of Patient Experience, Yale-New Haven Health System
- **Susan Edgman-Levitan**, Executive Director, Mass General Hospital Stoeckle Center for Primary Care Innovation | Co-chair, Partners Healthcare System Patient Experience Leaders Committee, Executive Director, Mass General Hospital Stoeckle Center for Primary Care Innovation | Co-chair, Partners Healthcare System Patient Experience Leaders Committee
- **Sheila Delaney Moroney**, Senior Director and Patient Experience Officer, Hennepin County Medical Center
- **Courtney Nataraj**, Patient Advisor, New York Presbyterian
- **Bob Parish**, Patient Advisor/President, Future Directions in Health Care
- **Dale Shaller**, Principal, Shaller Consulting Group
- **Sara L. Toomey**, Chief Experience Officer, Boston Children's Hospital | Director/PI, Center of Excellence for Pediatric Measurement, Boston Children's Hospital, Chief Experience Officer, Boston Children's Hospital | Director/PI, Center of Excellence for Pediatric Measurement, Boston Children's Hospital

- **Lisa Winstel**, Chief Operating Officer, Caregiver Action Network
- **Jason Wolf**, President & CEO, The Beryl Institute | Founding Editor, Patient Experience Journal, President & CEO, The Beryl Institute | Founding Editor, Patient Experience Journal

### PX Journal Board

#### Editorial Team

- **Geoffrey Silvera, Ph.D.**, Associate 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.**, Faculty, 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,
- **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**, Associate Dean, Clinical Practice & Community Engagement, The George Washington University School of Nursing

- **Andrew Gallan, Ph.D.**, Assistant Professor, Florida Atlantic University - College of Business
- **Denise M. Kennedy, MBA**, Clinical Assistant Professor, College of Health Solutions, School for the Science of Health Care Delivery, Arizona State University
- **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
- **William G. Lehrman, Ph.D.**, Social Science Research Analyst, Division of Consumer Assessment & Plan Performance, Centers for Medicare & Medicaid Services
- **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, MD, 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
- **Christy Harris Lemak, Ph.D.**
- **Karen Luxford, 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

## 2022 Council/Committee Members

### Ambulatory Care Council

Highlights from 2022 include:

- Connection calls on digital patient engagement in ambulatory care and measurement, scorecards and data
- Webinars on ambulatory quality initiative improvements and establishing a practical PX program

#### Co-chairs

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

#### Members

- **Uriel Aguirre**, Project Manager, University of Alabama at Birmingham Health System
- **Kristie Andrews**, Director Customer & Physician Engagement, Emory Healthcare
- **Anita Brazill**, Healthcare Quality/Comms, Tandigm Health
- **Sondi Fiegel**, Director, Patient Care, Methodist Health System
- **Sonya Fleming**, VP of Transformation and Experience, Vytalize Health
- **Marlee Foster**, Sr. Patient Experience Manager, Cone Health
- **Amanda Fox**, Manager, Ambulatory Customer Experience, Tampa General Hospital
- **Nicolette Kerns**, Service Line Director, Children's Hospital & Medical Center
- **Christina Martin**, Director Service Strategy, Kaiser Permanente

- **Cindy Mento**, Director of Operations, Crystal Run Healthcare
- **Sharmi Mukherjee**, Director of Rehab, Outpatient, Washington Hospital Healthcare System
- **Ashley Schmit**, Ambulatory Clinical Practice Specialist, Children's Hospital & Medical Center
- **Natalie Whitlock**, Ambulatory Care Experience Leader, Kaiser Permanente
- **Stewart Williams, MHA, CPXP**, Regional Director, Patient Experience - NorCal, Providence Medical Group
- **Jake Wolf**, Operations Coordinator, Cox Health
- **Debbie Young, CPXP**, Manager, Service Excellence, Sutter Health

## Conference Planning Committee

Highlights from 2022 include:

- Supported first hybrid event
- Designed elements of meaningful virtual experience, including PX Chats and pre-event collateral mailing

#### Co-chairs

- **Becky Ruckno**, Director, Health Literacy and Interpretive Services, Patient Experience, Geisinger
- **Garrett South**, Interim 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
- **Marcelo Alvarenga**, Physician, Patient Experience Leader, CEO & Co Founder, ConectaExp Consulting

- **Rosie Bartel**, Patient Coordinator, University of Wisconsin School of Medicine Infectious Disease Research, Global Patient & Family Advisory Board Liaison
- **Miranda Bond**, Director, Patient Relations, Parkland Health
- **Beth Daddario**, Director Volunteers, Retail and Guest Services, Inspira Medical Centers Vineland and Elmer
- **Mary Ann Dragon**, Director, Nursing and Patient & Family Services, University Hospitals Rainbow Babies & Children's Hospital, Continuing Education - Nurse Planner
- **Linda Fahey**, Regional Care Experience & Patient and Family Centered Care, Kaiser Permanente, Southern California Community Liaison
- **Sarah Gilstrap**, Patient Experience Strategy Leader, Qualtrics
- **Ron Hamner**, National Program Manager, Policy, VHA Office of Patient Advocacy
- **D'Anna Holmes**, Associate Director of Patient Partnerships, Astellas Pharmaceuticals
- **Maxine Legall**, Director, Patient Experience & Cultural Transformation, Mount Sinai
- **Susan Murphy**, Chief Experience Officer, Northwest Community Health Care
- **Kim Pedersen**, Director, Patient Relations, MarianJoy Rehabilitation Hospital
- **Erica Steed**, Director of Patient Experience, WellStar North Fulton Hospital

## Global Council

Highlights from 2022 include:

- Produced video - [Global Perspectives on Human Experience](#)
- Encouraged expansion of language-specific content across Institute resources
- Committed to developing a broader library of global cases and practices

## Co-chairs

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

## Members

- **Kevin Seaman**, National Patient Experience Manager, Mediclinic Southern Africa
- **Rosanne Zimmerman**, Director Patient Experience & Safety, Hamilton Health Sciences
- **David McNally**, Head of Experience of Care, NHS England and Improvement
- **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
- **Amah Kouevi**, CEO, French Patient Experience Institute
- **Nuria Diaz Avendano**, Quality Improvement and Patient Experience Leader, Quironsalud
- **Ana Kernkraut**, Patient Experience Coordinator, Hospital Israelita Albert Einstein

- **Serena Bertoli-Haley**, Quality Improvement and Patient Experience Leader, Vancouver Coastal Health
- **Ayman Alnafea**, Quality Manager in Executive Operation Administration, Makkah Health Cluster
- **Muneera Rasheed**, Independent Consultant,
- **Michal Menashe**, Chief Experience Officer, Sheba Medical Center
- **Vita Steina**, Head of Patient Experience and Customer Service, Children's University Hospital, Latvia
- **Hiroko Fujii**, Public Relations Manager, Association for Patient eXperience Japan
- **Pip Brennan**, Executive Director, Health Consumers Council (WA) Inc
- **Mustafa Bodrick**, Professor, Saudi Commission for Health Specialties
- **Dieter DeCourt**
- **Cathy Walsh**, Associate Director of Patient Experience, Cheshire and Wirral Partnership Trust
- **Katia Colin**, Founder & CEO, Instituto Nexa Mexico
- **Maria Elvira Aldeco**, Deputy Director of Patient Experience, Fundación Santa Fe de Bogotá
- **Carlos Bezos Daleske**, CEO, Institute for Patient Experience
- **Chatchai Yachantha**, Chief Patient Experience Officer, Bumrungrad International Hospital



### Nurse Executive Council

Tackled critical issues including:

- Based on the 2021 NEC authored PXJ article, [Rebuilding a foundation of trust: A call to action in creating a safe environment for everyone](#), a trust webinar series was offered expanding on the critical conversation on trust
- NEC leaders published an article speaking to the role of Nurse Executives in addressing Human Experience in Nurse Leader from AONL, [Nurse Executives Impacting the Human Experience in Health Care](#)

#### Co-chairs

- Jennifer Gentry**, Regional Chief Clinical and Nursing Officer, Providence Health and Services-Oregon
- Jerry Mansfield**, Chief Nursing Officer - Ohio Region, Mount Carmel Health System | Trinity Health

#### 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**, Chief Nurse Officer, Vice President Patient Care Services, UMMC Midtown
- Jacqueline Herd**, Executive Vice President, Chief Nursing Officer, Grady Health System
- Melanie Heuston**, Chief Nurse Executive, WVU Medicine
- Barbara Jacobs**, VP Nursing/CNO, Anne Arundel Medical Center
- Christopher Jordan**, Chief Nursing Officer, Vice President Patient Care Services, St. Peters Health Partners
- Anna Kiger**, System Chief Nurse Officer, Sutter Health
- Kirsten Krull**, VP Quality and Performance & Chief Nursing Executive, Hamilton Health Sciences
- 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
- Priscilla Ramseur**, Chief Nursing and Patient Care Services, Duke Raleigh Hospital

- Erica Rossitto**, Vice President and Chief Nurse Executive, HCA Healthcare
- Kelli Saucerman-Howard**, Vice President of Patient Care Services, Creighton University Medical Center-Bergan Mercy
- 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 2022 include:

- PX Paper: Patient Advocacy Data: Discovering the hidden gems in patient feedback
- Making an Impact: Enhancing Your Skills as a Patient Advocate course
- The Written Word (updated digital version)
- Lost Belongings Workgroup

#### Co-chairs

- Kate Clarke**, Manager, Patient Relations/Interpreter Services, Northwestern Medicine
- 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
- **Miguel Arenas**, Senior Director, Patient Relations, Mount Sinai Health System
- **Jennifer Baumgrotz**, Manager, Sentara Center for Healthcare Ethics, Sentara Healthcare
- **Elizabeth Begley**, Director of Human Centered Care, Hartford Healthcare
- **Sarah Benavides**, Supervisor Patient Representatives, University of Colorado Health
- **Andrea Cook, CPXP**, Director, Patient Advocate Dept./Volunteer Services
- **Elizabeth Deacon**, Assistant Vice President, Patient & Provider Advocacy, Ochsner Health System
- **Kathy Denton**, 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
- **Lisa Gilliam**, Patient Experience Liaison, Redlands Community Hospital
- **Vera Gonzalez**, Program Specialist, Veterans Experience Office, Miami VAMC
- **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

- **Keenila Johnson**, Patient Experience Manager, Erlanger Health System
- **Mecciya Majrashi**, Assistant Manager Patient Empowerment, Saudi Patient Safety Center
- **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
- **Brenda Radford**, Director, Member Engagement, AmeriHealth Caritas North Carolina
- **Robert Rahal**, Patient Experience Officer, VA Central California Healthcare System
- **Roseanna Ryan**, Director Patient Guest Relations, Stony Brook University Hospital
- **Crystal Took**, Patient Relations Manager, Ann & Robert H. Lurie Children's Hospital of Chicago
- **Pamela Wendel**, Senior Patient/Family Advocate, Cincinnati Children's Hospital Medical Center

### Pediatric Council

Highlights from 2022 include:

- Expanded Pediatric Performance Insights Report to include Emergency Department Data
- Facilitated two community Connection Calls

### Co-chairs

- **Anna Ahrens, MA, CCLS**, Former Director, Transformation and Experience Family-Centered Care, Mary Bridge Children's
- **Jan Althouse, CPXP**, Patient Experience Manager, Cook Children's Health Care System
- **Sandra Schultz**, Director, Customer Care and Patient Advocacy, CHOC Children's

### Members

- **Andrea AkenOva**, Director Patient & Family Centered Care, Phoenix Children's Hospital
- **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**, Manager, Child and Family 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
- **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
- **Katherine Salkanovic**, Director of Patient Experience, Cure 4 The Kids Foundation
- **Tricia Spence**, Manager of Volunteer Services and Special Events, St. Jude Children's Research Hospital
- **Erica Stearns**, Parent & Family Advisory Council Member, SSM Health Cardinal Glennon
- **Jill Sullivan**, Manager, Patient Experience, Children's Hospital of Eastern Ontario
- **Katie Taff**, Director, Patient & Family Engagement, Children's Mercy Kansas City
- **Robert Wing**, Supervisor, Child Life Services, Sidra Medicine

## Physician Council

Highlights from 2022 include:

- Held first integrated gathering of physicians and patients & families at ELEVATE PX to discuss what matters most for HX in 2022
- Participated in The Beryl Institute's "Rebuilding Trust" webinar series
- Expanded the voice of the physician through content contributions including a Learning Bite and a Physician Reflection

## Co-chairs

- **Susan Nathan**, 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**, Pediatric Emergency Medicine, Asst Professor of Clinical Pediatrics, Columbia Univ, NYC Health + Hospitals / Harlem
- **Kyle Rehder**, Physician Quality Officer, Duke University Health System

## Members

- **Syed Ahmed**, Physician, Northwest Community Hospital
- **Rachel Bishop**, Physician, Peace Health
- **Justin Bright**, Assistant Medical Director for Patient Experience, Henry Ford Hospital
- **James Castellone**, Medical Director, Eastern CT Health Network
- **Liza DiLeo Thomas**, Medical Director of Patient and Provider Advocacy, Ochsner Health System
- **Mikelle Key-Solle**, Asst Professor, Duke Children's Hospital & Health Center

- **Alpana Kharkar**, Dr, Kaiser Permanente
- **Paul Lansdowne**, Medical Director for Physician Service Excellence, Methodist Health System
- **Swati Mehta**, Executive Director of Patient Experience, Vituity
- **Amanda Montalbano**, PRN, Children's Mercy Kansas City
- **Sofie Morgan**, Associate Chief Quality Officer for Patient Experience, University of Arkansas for Medical Sciences
- **Alexie Puran**, Pediatric Emergency Medicine, Asst Professor of Clinical Pediatrics, Columbia Univ, NYC Health + Hospitals / Harlem
- **Michelle Schierling**, Emergency Physician, PX Advisor, Stormont Vail Health
- **Taylor Sewell**, Associate Medical Director, Patient Experience, NewYork-Presbyterian
- **Michael Witt**, Physician, Ogden Arnot Medical Center

## Standing Council on Equity and Inclusion

Highlights from 2022 include:

- SCEI moved into its second year with a clear offering for the community introducing a call to action via a personal commitment statement at Elevate PX 2022. The statement reads: "I commit to eliminating disparities in healthcare by driving and demonstrating anti-racism, equity, social justice, inclusion and belonging for everyone..."
- The statement was accompanied by a [glossary of common definitions](#) to support the community in moving this commitment forward.



- Supported the drafting and release of the PX Paper - The Impact of Bias on Health Equity and the Human Experience.
- SCEI members offered two powerful learning bites:
  - [The Importance of Shared Definitions to Advance DEI Efforts, Dr. Rhae-Ann Booker](#)
  - [Committing to Eliminating Disparities in Healthcare, Jennifer Carron](#)

### 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, Rede dor Sao Luis
- Natasa Dill**, Vice President of Quality and Safety, MaineHealth Medical Group
- Lara Goorland**, Senior Director, Clinical Operations, Everly 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**, Manager Health Equity & Diversity, CHEO
- 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**, Senior Administrative Assistant | Patient Experience, AdventHealth New Smyrna Beach
- Dale Shaller**, Principal, Shaller Consulting Group
- Amanda Skinner**, President and Chief Executive Officer, Planned Parenthood Southern NE

### Volunteer Professionals Council

Highlights from 2022 include:

- Held first in-person Volunteer Professionals Community Gathering at ELEVATE PX
- Contributed to PX Paper, *The Evolving Role of Healthcare Volunteer Programs: Elevating the Human Experience through Generosity and Connection*
- Facilitated five community Connection Calls

### Co-chairs

- Cheryl Call**, Director of Volunteer, Gift Shop, Language and Chaplaincy Services, Utah Valley Hospital, Intermountain Healthcare
- Linda Fisher, CAVS, MS, CEL**, Regional Director, UCHealth North, Guest Services, UCHealth

### Members

- Arielle Alyssa Brown**, Manager of Volunteer Services and Community Outreach, Seasons Hospice and Palliative Care
- Lindy Chapman**, Auxiliary Liaison/ Foundation Officer, Hedrick Medical Center
- Jody Gallo**, Director, Guest & Support Services, Good Samaritan Medical Center
- Lisa Gingerich**, Manager, Volunteer Services & Gift Shop, McLane Children's Medical Center
- Frank Hrabe**, Retired Database and Compliance Coordinator, Children's of Alabama
- DaVida Lee-Williams**, Director, Guest & Volunteer Services, Winship Cancer Institute of Emory University
- Becky Moldaver**, Director, Volunteer Services, Metrohealth Medical Center
- Eileen Pelletier**, Director of Volunteer Services, Hartford Hospital
- Jennifer (Jenny) Ricklefs**, Manager, Volunteer Services and Shadowing, UCHealth University of Colorado Hospital
- Gerardo Sanabria-Payne**, Manager, Volunteer Services, AdventHealth
- Alex Seblatnigg**, Director, Volunteer Services & Internal Engagement, Shepherd Center
- Katie Smith**, Program Coordinator, Volunteer Resources, Stanford Health Care
- Rob Toonkel, Manager**, Volunteer Services, Arnot Ogden Medical Center
- Wendy Turner, Manager**, Volunteer Services, Providence Regional Medical Center
- Amy Venenciano**, Director of Guest Screening Services & Volunteer Services, University of California San Francisco

## 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 four new team members in 2022.

### New Team Members



**Rikki Chadwick**  
Manager, Community  
Experience



**Amy Kwiatkowski**  
Manager, Community  
Experience



**Sarah Grant**  
Manager, Marketing and  
Communications



**Elisabeth Fuqua**  
Executive Assistant

## 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



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