

Pediatric Performance Insights

OVERVIEW

Initiated by The Beryl Institute's [Pediatric Council](#), this project provides a process for Children's Hospitals to confidentially share un-blinded patient experience metrics to identify top performers to leverage best practices in pediatric patient and family experience.

PROCESS

- The initial project focuses on inpatient units with opportunity to add other areas as requested by participants.
- Participating organizations submit scores to an identified set of questions through a secure survey via The Beryl Institute.
- The Beryl Institute compiles the survey results and generates an unblinded report of responses that are sent to all participating organizations as both a PDF and Excel file (for sorting capability).
- No personal health or other sensitive information is collected.
- The following information is requested:
 - Total # of respondents that gave a Top Box response (Definitely Yes) to "Would You Recommend"
 - Total # of respondents that responded to Would Recommend
 - Total # of respondents that gave a Top Box response (9 or 10) to "Overall Rating"
 - Total # of respondents that responded to Overall Rating
 - Response rate
 - Survey mode(s)
 - Survey Vendor
 - Bed Size

PARTICIPATION GUIDELINES

- All Children's Hospitals that are organizational members of The Beryl Institute are invited to participate.
- Upon submitting data, participants will be required to acknowledge the accuracy of the information submitted, their commitment to confidentiality and confirm they will only share the final report within their organization.
- While organizations can choose whether or not to submit information each quarter, consistent participation is strongly encouraged to maximize the value of the report.

PROJECT Q&A

▪ **How is the information submitted?**

Information is submitted through a secure survey via The Beryl Institute.

▪ **What information does each organization submit?**

The following information is collected for the questions, “Would Recommend” and “Overall Rating”, specifically:

- Total # of respondents that gave a Top Box response (Definitely Yes) to “Would You Recommend”
- Total # of respondents that responded to Would Recommend
- Total # of respondents that gave a Top Box response to “Overall Rating”
- Total # of respondents that responded to Overall Rating
- Response rate
- Survey mode(s)
- Survey Vendor
- Bed Size

▪ **How often is information be submitted?**

Participants are invited to submit information quarterly, within 30 days after the close of the quarter.

▪ **How will quarterly reports be shared with participants?**

Following each submission period, The Beryl Institute compiles the information and generates a benchmarking report as a PDF document and Excel file (for sorting capability). There is no website or repository accessible by participating organizations. Additionally, all participating organizations are invited to take part in a quarterly call to review results and share best practices and insights

▪ **How and when do I receive the quarterly report?**

The quarterly report will be sent to the point person in your organization via email, as noted on your data submission survey within 30 days after the quarterly submission deadline.

▪ **Is the information confidential?**

Only those organizations that submit information will receive the quarterly report. It will not be shared with any other organizations or entities. We ask that you keep the unblinded information confidential by not sharing with anyone outside your organization. Participants must agree to the confidentiality clause upon submitting data.

▪ **Does The Beryl Institute offer performance insights reports for other healthcare segments?**

The insights report opportunity is currently only available for Children’s Hospitals as they represent a specific segment which allows for meaningful basic comparisons. Due to complications with multiple variables among other segments, the Institute does not plan to expand the offering at this time.

For additional questions about this project, please contact stacy.palmer@theberylinstitute.org.