

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

November 30, 2023



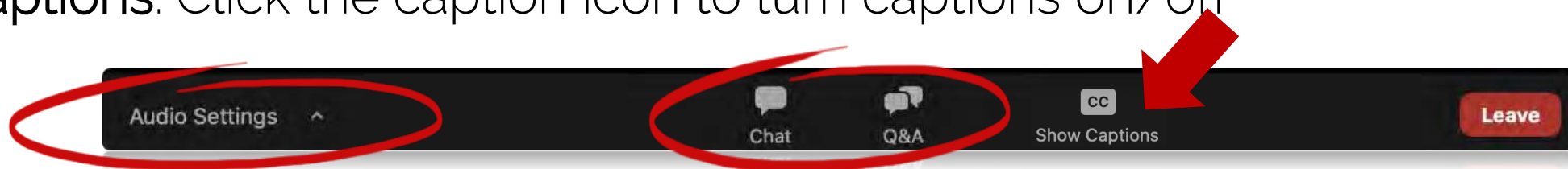


The Beryl Institute is a **global community** of healthcare professionals and experience champions committed to **transforming the human experience** in healthcare.

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.

Housekeeping

- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar
- **Captions:** Click the caption icon to turn captions on/off



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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- This webinar is approved for 1 PXE.
- To obtain patient experience continuing education credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.
- No off-label use of products will be addressed during this educational activity.
- No products are available during this educational activity, which would indicate endorsement.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As recorded webinar, it offers PXE for two (2) years from the live broadcast date.



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Our Speaker

Claire Snyman

Health Care Advocate

Patient Experience Consultant

Two Steps Forward





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

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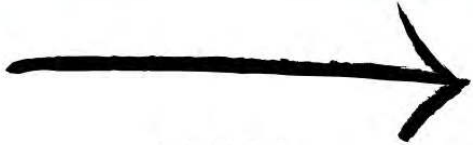
November 2023



REMEMBER
Why
you
STARTED





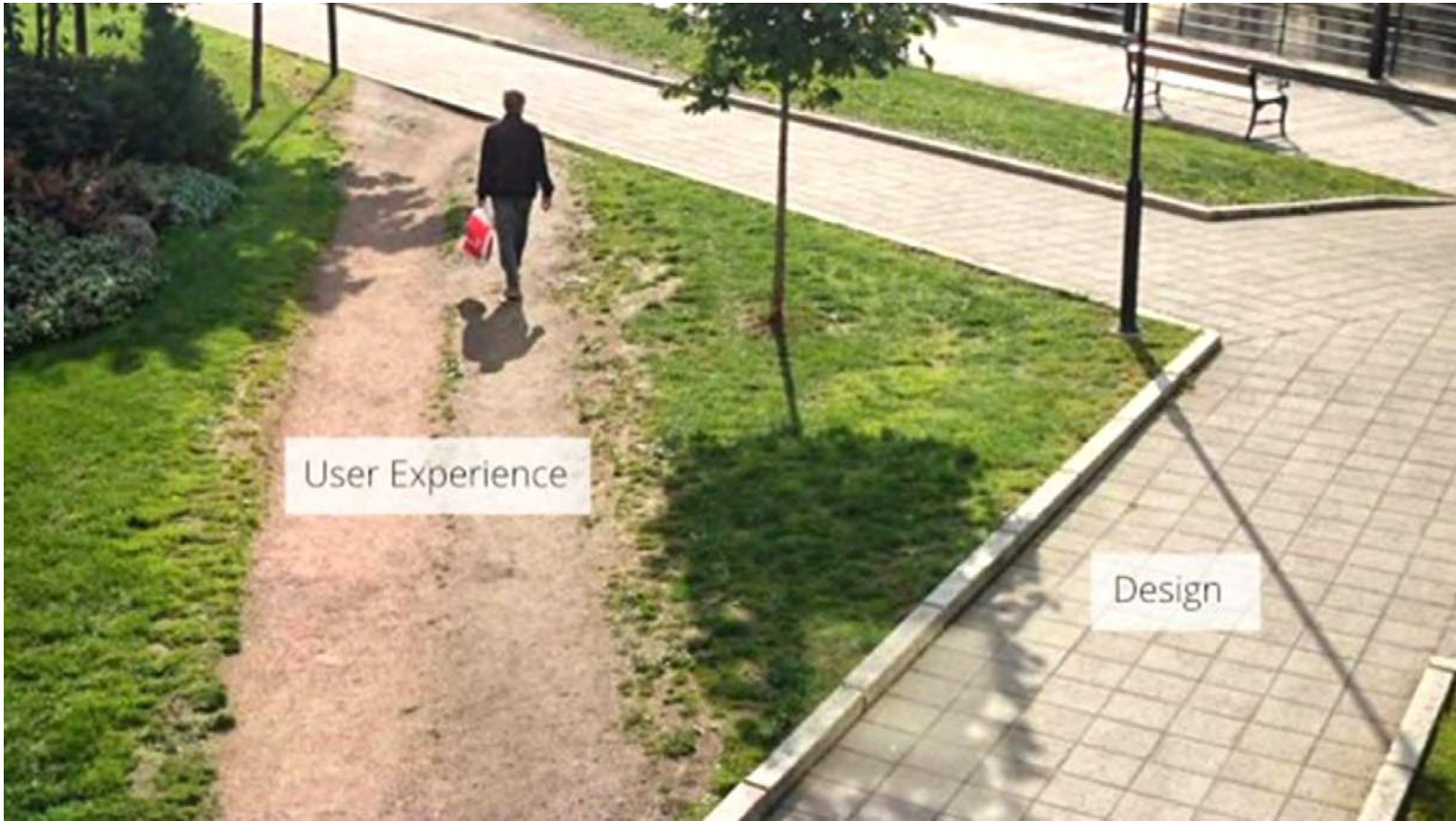


VALUE

TWO STEPS FORWARD

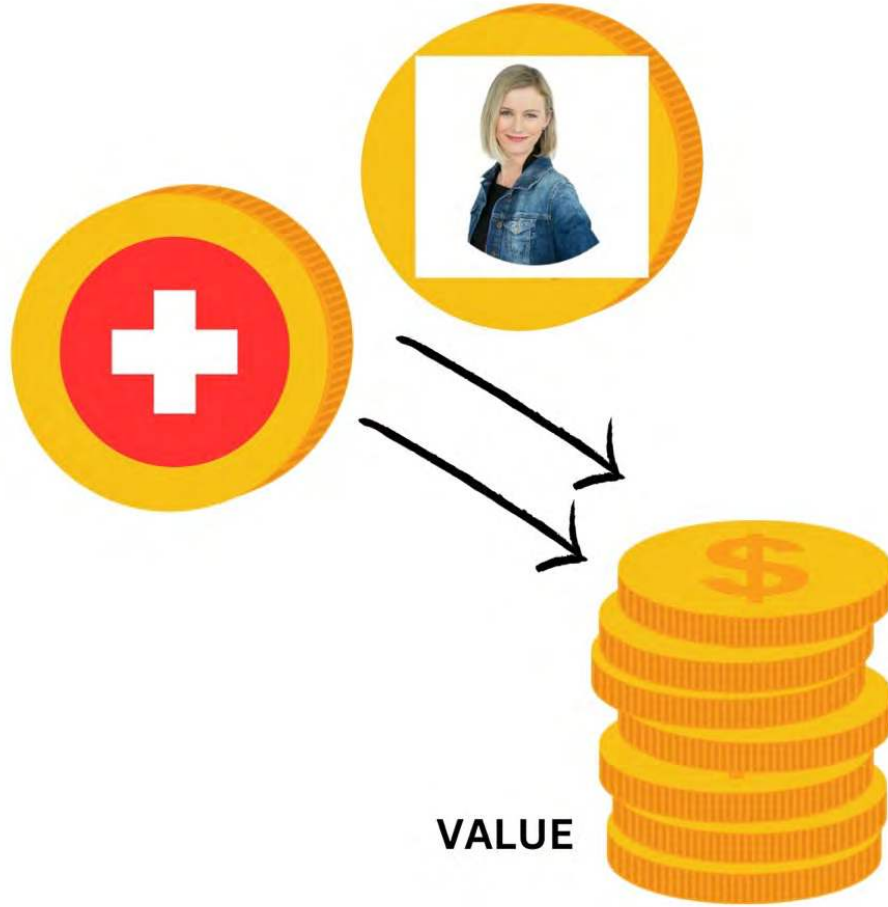




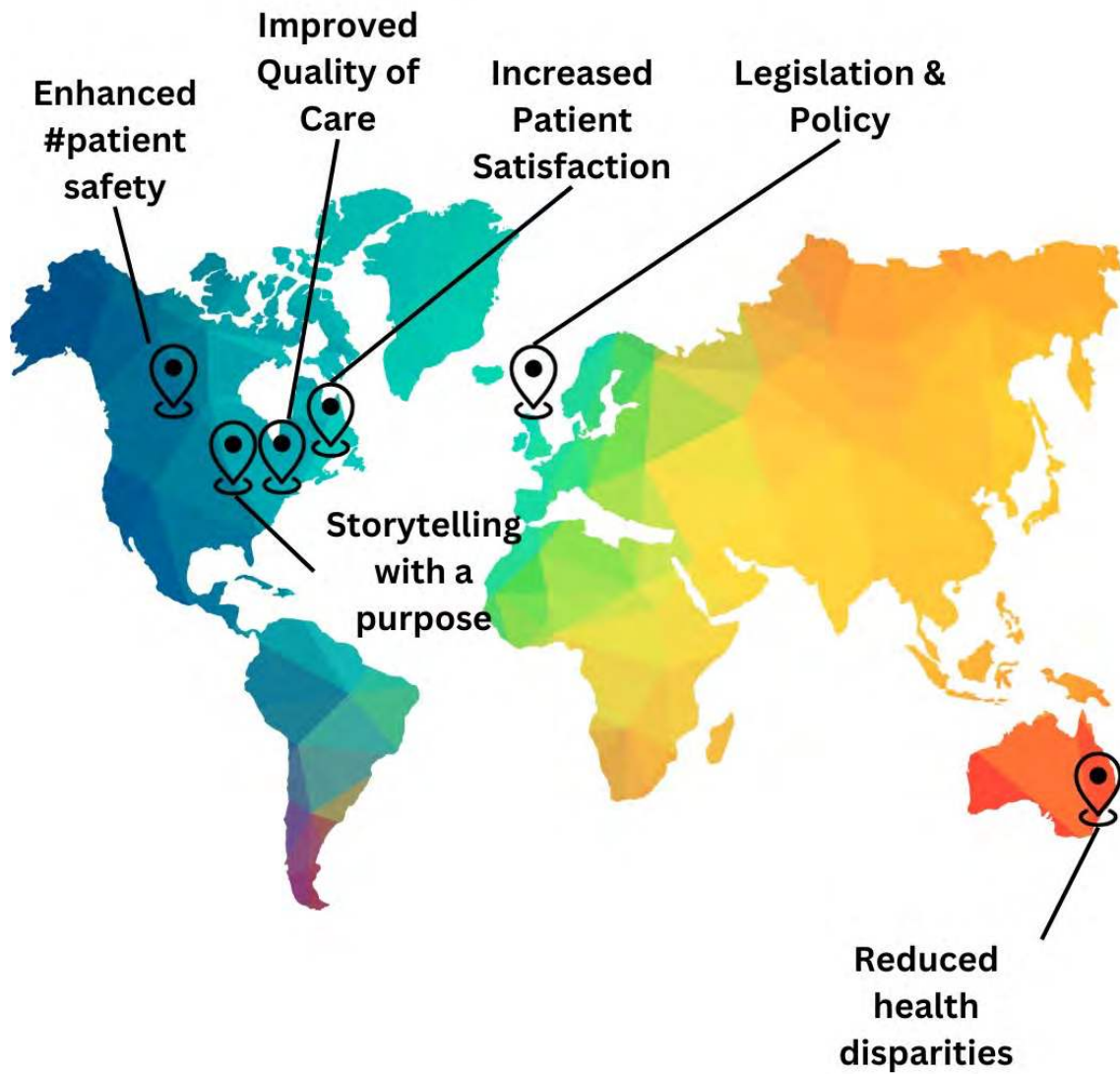










VALUE





Generation of better ideas



Innovation & Research



Trust & Collaboration



Cost Reduction



Community Representation



Better Together through co-design

**"Patient and family caregiver
engagement is not something
to be sprinkled on a cake after
it is baked"**



**Stephen Hoy,
Chief Operations Officer
PFCCpartners**

5.0 ★★★★★ (3.8K)



Amazing

CO-DESIGN FIESTA

Ingredients

Diverse group of people

Organizational Commitment

Principles of People-Centered Care

Method

1. Define what lived experience is required
2. Consider reimbursement and compensation
3. Set clear expectations
4. Use a trauma informed approach to engagement
5. Practice clear and frequent communication
6. Be authentically open for conversation and input
7. Close the loop



- TIPS**
- Aim for more than one Patient partner
 - Aim for co-design in engagement



Engagement-Capable Environments



Leaders
provide support and ensure a philosophy of care and strategic focus on the needs and priorities of patients and essential care partners.

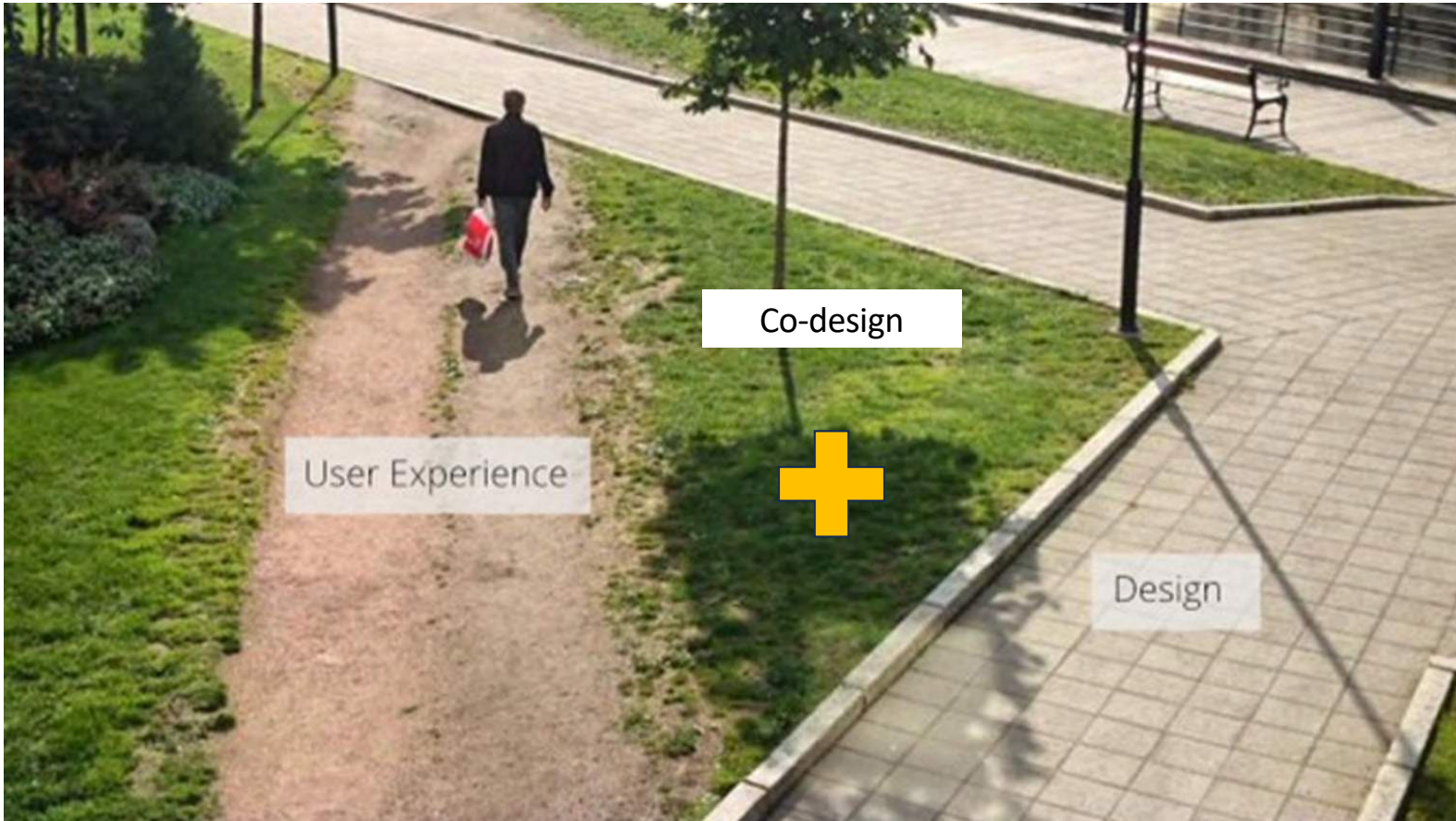


Staff/healthcare Teams
are prepared and supported to work collaboratively with patient and essential care partners.



Patient Partners
are empowered to contribute in engagement activities and opportunities are provided to enhance the capacity of a diverse group of patient partners.







PX Continuing Education Credits

- This webinar is approved for one (1) PXE credit through Patient Experience Institute.
- To obtain PXE credit, participants must attend the webinar in its entirety and complete the webinar survey within 30 days.
- After completing the webinar survey, you will be redirected to the Patient Experience Institute's PXE Portal to claim the credit.
- As recorded webinar, PXE credit is available for two (2) years from the live broadcast date.



Upcoming Events & Programs

WEBINARS

December 7 | From Words to Wellness: Promoting Health Equity through Translation

December 19 | Signals to Action: Northwestern Medicine's Journey to Humanizing Healthcare Experiences

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Webinars are included in membership with the Institute.



Thank You

