

COUNCIL CHARTER

PURPOSE

The Beryl Institute's councils represent the diverse range of stakeholder voices that comprise the Institute community. Council members bring strategic and practical insights to guide the Institute as the global community of practice committed to transforming the human experience in healthcare. They contribute to this mission through:

- Developing a strategy for engaging represented leaders in the broader patient experience movement as well as inform the efforts of the Institute.
- Advising the Institute on topics of relevance and issues pertaining to the associated special interest community.
- Supporting the development of a content pipeline on critical areas of interest.
- Guiding program development for ELEVATE PX.
- Serving as ambassadors for the Institute.

MEETINGS

Councils will meet virtually three times each year. The purpose of meetings will be reviewing the Institute's areas of focus and current resources and offer suggestions on new opportunities, topics of interest, etc. In addition, members are encouraged to attend the related special interest community gathering each year at ELEVATE PX, the global patient experience event.

COMPOSITION

Membership

- Each council shall consist of up to twenty-five (25) individuals who are members of the Institute.
- Members must be part of healthcare provider organization in a role related to the applicable council.
- Members must express their interest via online application.
- Members will hold their positions for a two (2) year term. Members shall be eligible for re-appointment for three (3) consecutive terms for a total of six (6) years of consecutive service.
- After six (6) years of consecutive service, council members terms will end. Individuals can reapply to join the council after a two-year period.
- Members must be present at a minimum of two meetings each year to remain on the council.
- If a member misses a meeting, they are asked to watch the meeting recording and respond to their council liaison with thoughts on any discussion items.
- Approval of participation in a council is at the discretion of The Beryl Institute.
- Removal from a council is at the discretion of The Beryl Institute based on conduct or actions of a council member such as, but not limited to violating member confidentiality, elevating negative discourse or creating a hostile or harmful environment.

Content Collaboration/Committees/Work Groups

- To help ensure we continue to offer innovative resources relevant to this special interest community, all council members are asked to deliver (or recruit a thought leader for) at least one content offering during each two-year term.
- Additional committees/work groups, based on the discretion of the council, may be formed to support the work and provide direction for the Institute.
- Committees/work groups include but are not limited to the following: Awards, Education, Membership, Newsletter, Publications and Conference

Leadership

- Councils are led by two (2) Co-chairs. Co-chairs are invited by the Institute leadership team and serve a two (2) year term.
- Each council is supported by a liaison from the Institute team.
- Co-Chairs help conduct all meetings in collaboration with the Institute liaison, help establish the agenda and ensure council member adherence to the Charter.
- Co-Chairs facilitate decision making on issues brought forward to the council.

CHARTER

This Charter will be reviewed and adopted on an annual basis in conjunction with the council members, Staff Liaison and The Beryl Institute senior management team.