

PATIENT EXPERIENCE ADVISORY BOARD CHARTER

PURPOSE

The Beryl Institute's boards represent the diverse range of stakeholder voices that comprise the Institute community. Board 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:

- Advising on the strategic direction and resource offerings of the Institute.
- Reviewing the Institute's areas of focus and current resources and offering suggestions on new opportunities, topics of interest, etc.
- Serving as ambassadors for the Institute.

MEETINGS

Boards typically meet three times a year, twice virtually and once in person at ELEVATE PX. Board agendas are set by board co-chairs (as applicable) with the leadership team of the Institute.

STRUCTURE

Membership

- Each board shall consist of up to twenty-five (25) individuals who are members of the Institute.
- Members must serve in Patient Experience related role for a healthcare provider organization.
- 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, board members terms will end. Individuals can reapply to join their current board after a two-year period.
- Members must be present at a minimum of two meetings each year to remain on the Board.
- If a member misses a meeting, they are asked to watch the meeting recording and respond to their board liaison with thoughts on any discussion items.
- Approval of participation in a board is at the discretion of The Beryl Institute.
- Removal from a board is at the discretion of The Beryl Institute based on conduct or actions of a board member such as, but not limited to violating member confidentiality, elevating negative discourse or creating a hostile or harmful environment.

Leadership

- Boards are led by two (2) Co-chairs. Co-chairs are invited by the Institute leadership team and serve a two (2) year term.
- Each board 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 board member adherence to the Charter.
- Co-Chairs facilitate decision making on issues brought forward to the Board.

Committees/Work Groups

- Additional committees/work groups may be formed to support the work and provide direction for the Institute, based on the discretion of the Board in conjunction with the Institute liaison.

CHARTER

This Charter will be reviewed and adopted on an annual basis in conjunction with the board members,

Institute liaison and the Institute leadership team.