

A Call to Action: Supporting and Sustaining a Commitment to Experience and Championing High Quality, Safe Outcomes All Patients Deserve

Background: Supporting and Sustaining a Commitment to Experience

On March 24, 2025, the Patient Experience Policy Forum of The Beryl Institute (PXPF) presented a letter¹ to Secretary of Health and Human Services, Robert F. Kennedy, Jr. In that letter we spoke to the importance of **sustaining the work that the Agency for Healthcare Research and Quality (AHRQ)** has done to improve the care experiences of patients and families. We noted improvements in care experiences are associated with better clinical outcomes, greater patient safety, enhanced provider and staff well-being, and reduced cost of care.² These outcomes are at the heart of a positive human experience. They are central to the mission of PXPF and our community.

As the federal health enterprise is swiftly being restructured through new policy priorities, funding cuts, and the evolution of existing federal agencies, **we must ensure that the critical voice of patients, families, and care partners and an overall commitment to patient experience is a central focus and clear priority** in this ongoing effort.

A Commitment to Patients, Families, and Care Partners is Foundational

Patients, families, and care partners want to trust the care they receive is truly the best available, grounded in evidence, delivered with compassion. They want to know they will be safe and free from injury or harm. They expect to be treated with respect and trusted as experts in their own lives. They seek to be embraced as full partners in their care and decide with their care team the best way forward for their current health condition. We know a commitment to experience honors the lived experience of all and leads to the value and outcomes we seek.

A Commitment to Experience Leads to Measurable and Sustainable Value

We believe **now is the time** to reinforce and remind legislators and policymakers that efforts to advance the patient voice and infuse patient experience into the practice of care AND policymaking are proven to drive efficiency, lower costs, and, most importantly, improve the health of all patients.

Our efforts via the Institute continue to show through evidence, that having a good patient experience is of significant importance to over 90% of Americans.³ Our work also affirms that a commitment to experience drives four significant values for the healthcare system overall, including: workforce wellbeing and retention, greater patient engagement and better outcomes, increased access and diminished disparities, and operational efficiencies and cost reduction.⁴

In short, prioritizing patient experience is essential to the health and well-being of all Americans and vital to the healthcare systems, organizations, and teams that care for them. A supported and sustained focus on experience has a direct and positive impact on the administration's stated goal of "Making America Healthy."

¹ PXPF Releases Letter in Support of the Agency for Healthcare Research and Quality (AHRQ) - March 24, 2025: <https://bit.ly/PXPFLettertoSecretaryKennedy032425>

² Anhang Price R, Elliott MN, Zaslavsky AM, Hays RD, Lehrman WG, Rybowski L, Edgman-Levitan S, Cleary PD. Examining the role of patient experience surveys in measuring health care quality. *Med Care Res Rev.* 2014 Oct;71(5):522-54.

³ The Beryl Institute – Ipsos Pulse (February 2025): https://bit.ly/PXPulse_Feb2025

⁴ Wolf JA, Bhalla V, Carlson B, Carron J, Dixon L, Oehlert JK, Oliver BJ. Investing in the Bottom Line: The Value Case for Improving Human Experience in Healthcare. *Patient Experience Journal.* 2024; 11(1):14-20. doi: 10.35680/2372-0247.1938.

A Call to Action: Make your Voice Heard

As a community, we reflect many voices, and every single voice matters at this critical moment.

For patients, family members and care partners, the implications of these changes have caused people to worry for their health - what services might be impacted, access to care impeded, support to receive the care one needs reduced. **This is an opportunity for you to express why these priorities and resources are essential to you as a patient and the outcomes you expect.** They have positive ripple effects across the healthcare ecosystem.

For organizational leaders and team members, the implications of these changes impact the very ability to deliver on your care promise. The lack of support for a focus on experience, or the choices you may be forced to make in reductions that could cause experience investment to be cut, has significant implications – in quality, safe outcomes, in workforce well-being, in operational efficiencies, and in overall patient service. **This is an opportunity for you to express why now is not the time to lessen an investment in these commitments.**

We encourage you to make your voice heard and take action, both for your health and the very vitality of our healthcare system. Here's how:

- Contact your member of **Congress, Senators** and **the office of the HHS Secretary of Health and Human Services** with the following message:

Dear [Name]:

My name is [name] and I am a constituent from [where you reside].

I am reaching out to urge you to ensure proper funding is continued in support of a focus on patient experience, the quality, safe outcomes this focus ensures, the workforce well-being it provides, and the positive impact on the cost of care that it has. Investing in resources for research on achieving and sustaining experience excellence, such as the work conducted by agencies like the Agency for Healthcare Research and Quality (AHRQ), are vital to me as a citizen and a patient. It is also essential to ensuring the effectiveness and vitality of our healthcare system overall. Your leadership is critical now to preserve these foundations of excellence in healthcare.

Thank you for your time and commitment to high-quality healthcare experience for all.

*Sincerely,
[your name]*

- Amplify this message and elevate your voice! Consider writing an op-ed for your local newspaper, posting content on your social media channels, and/or inviting others in your network to engage in this effort.

We also invite you to engage with our community through PXPf and **The Beryl Institute** as we strengthen our global commitment to transform the human experience in healthcare. You can reach out for more information or express interest in engaging in our efforts at: info@theberylinstitute.org.

While our experience movement is global, our actions must be local. We encourage you to add your voice to the conversation and thank you for your commitment to this cause.