Transforming Human Experience

Taking action for the future of healthcare.

A ROADMAP FOR ACTION

THE BERYL INSTITUTE

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Transforming Human Experience: A Roadmap for Action

As the healthcare industry rapidly evolves, cracks in our humanity have been revealed that have challenged us to take a deeper look at how we care for and treat one another. This challenge calls on us to not only look forward to what healthcare can and must be, but to act with purpose.

In asking where we must go from here, The Beryl Institute, guided by a global steering team and informed by over 1000 diverse voices from our community, worked to build a framework for action in leading to the future of healthcare. This new view for the future of healthcare was called The New Existence to reinforce the shared belief that there is no normal to which we will return nor is there a new normal where we will ultimately arrive. Rather, there is a dynamic new landscape that calls on us to act with agility, to reach out and collaborate, and to persevere in caring for others. We are called to transform the human experience.

This call to action is grounded in the evidence that drives healthcare today; that people seek to be listened to, respected, communicated to in ways they understand and have clarity on their plan of care, This commitment to human experience will lead us to a better tomorrow by ensuring high quality, safe, human-centered and equitable outcomes. It is built on four foundation ideas:

- The proven impact of listening to, communicating with and engaging patients, family members and care partners as integral partners in care.
- The critical opportunity to acknowledge and understand the burdens on our healthcare workforce and to care for and support their needs.
- The unwavering commitment to all in the communities we serve to dismantle disparities and break down the barriers to equitable care around the world.
- The clear intention to work better together, collaborate and share learning with one another, across the global healthcare ecosystem.

This roadmap:

- Is designed by the community for the community and is open-access and available to all.
- Is designed to help you rebuild and move forward with agility and strength and support you in a process to determine the best path for you and for your organization.
- Offers a connection to the resources you need to support your success and provides an opportunity for a shared commitment to collaboration, learning and supporting others on their journeys.

The roadmap is framed around four distinct, but complementary perspectives from which to approach this work:

- Executive Leadership
- Experience Champion/Leader
- Healthcare Team Member
- Patient, Family Member, Care Partner

The ideas and actions reflected in The New Existence Model reflect a journey we must take, not just a destination at which we should arrive. They frame a path to transform the human experience and lead us to a better future for healthcare. One we must aspire to. One that requires a consistent commitment to action to ensure.

This is not and must not be an initiative, for initiatives eventually end. Rather, this roadmap and associated actions represent an understanding that to achieve the best in human experience, our efforts must truly never stop. It is a commitment we all share and a journey we are inspired to travel together.

A Declaration for Human Experience (2026)

The Declaration for Human Experience from The Beryl Institute frames our shared call to action in how we can and must move forward.

In a world facing consistent, dynamic, and rapid changes in how we communicate and connect, the realties and challenges for the global healthcare system have been clearly revealed.

Economic pressures, workforce shortages, policy decisions, growing patient needs, and social tensions, catalyzed by recent health events, have exposed a systemic opportunity critical to building a vibrant, healthy, and sustainable healthcare system: **the need to heal and strengthen the humanity at the heart of healthcare.**

Healthcare professionals and organizations are working daily to respond to the growing needs of their patients and the communities they serve with compassion and clinical excellence. In the face of economic and workforce challenges healthcare organizations continue to find creative ways to fulfill their mission to care for their communities, while working to address the health and well-being of the healthcare workforce.

At the same time, the realities of systemic disparities and inequities remain painfully apparent, even if harder to address directly due to policy and social pressures. Organizations continue to work tirelessly to tackle the essential issues of access to care, affordability, and equitable, quality outcomes.

These issues are not new; while elevated by recent history, they have lived just beneath the surface of healthcare for decades and they come with a heavy price. They call for a fundamental shift in thinking and direction in how each of us lead in healthcare today.

We are now in a moment where there is no normal to which to return. Rather, we are called to find solutions to step forward, across the global healthcare ecosystem, together. Those who resist or return to old ways, either intentionally searching for the comforts of the past or due to lack of clarity on how to push forward, are likely to become obsolete in our new world.

This reality calls on us to forge a new existence that breaks down the deeply rooted and distinct silos of patient experience, employee engagement and community health with an unwavering focus on the common thread that binds each of these areas together—the human experience.

By elevating and transforming the human experience in healthcare, we create a more effective, responsive and equitable healthcare system that results in better experiences and outcomes for patients of all backgrounds, a more supportive, energizing and collaborative environment for healthcare professionals, and healthier communities that break down barriers to care.

We are called to lead courageously with the understanding that we are, first and foremost, human beings caring for human beings. In answering this call, we commit to:

- Acknowledge and dismantle systemic racism and prejudice, tackle disparities and provide the highest-quality, most equitable care possible.
- Understand and act on the needs and vulnerabilities of the healthcare workforce to honor their commitment and reaffirm and reenergize their purpose.
- Recognize and maintain a focus on what matters most to patients, their family members and care partners to ensure unparalleled care and a commitment to health and well-being.
- Collaborate through shared learning within and between organizations, systems and the broader healthcare continuum to forge a bold new path to a more human-centered, equitable and effective healthcare system.

In making this declaration personally and publicly, we stand for all we can and must be in healthcare. In aligning our words and actions to move this cause forward, we commit to transforming the human experience in healthcare for all patients, the healthcare workforce, and the communities we serve. **In working together to see these ideas become realities, with persistence and focus, we can and will change the face of healthcare for the better around the world. We believe that is what every human being deserves.**

We invite you to join in this the global commitment by signing this historic declaration at transformHX.org.

Transforming Human Experience: A Framework for Action
Core Segments and Key Aims

The framework is comprised of 4 core segments, comprised of a set of 11 key aims and associated actions. You can find the full framework in Appendix A.

Care Teams

Redefine and advance the integrated nature of and critical role patients and their circle of support play on care teams.

- Redefine the care team
- Invite and activate partnership
- Commit to care team well-being

Governance & Leadership

Reimagine, redefine and reshape the essential role of leadership in driving systematic change.

- Create transparency across the healthcare ecosystem
- Restore and nurture confidence
- Transform healthcare in collabora diverse voices

Models of Care & Operations

Co-design systems, processes and behaviors to deliver the best human experience.

- Co-design intentional, innovative and collaborative systems
- Innovate processes of care to transf behavior

Policy & Systemic Issues

Advocate for equitable institutional, governmental and payor policies, incentives and funding to drive positive change.

- Hardwire human partnership in the healthcar ecosystem
- Research, measure and dismantle the structur and systems that lead to disparities
- Modernize the surveys and democratiz data

A Roadmap for Action

This guide will lead you through a series of structured steps to support you in taking action on The New Existence. Pathways are provided for four foundational perspectives, and we encourage you to follow the path most closely associated to your role.

Continue effort with next priorities

STEP	PERSPECTIVE			
	Executive Leadership (C-Suite)	**Experience Leader/ Champion**	**Healthcare Team Member**	**Patient, Family Member, Care Partner or PFA**
Step 1. COMMIT Commit to taking action	Commit the organization or healthcare system and identify process owner.	Commit your department, unit, or area of influence.	Commit personally.	Commit personally/Determine volunteer opportunities.
Step 2. REFLECT Complete assessment, reflect on priorities and current focus The assessment process is found in Appendix C on p. 9.	Review assessment results in relation to current strategic plan and objectives. Why are identified items of greatest importance to your organization? Where are you in/out of alignment?	Review assessment results in relation to your experience plan and objectives. Why are identified items of greatest importance to your organization? Where are you in/out of alignment? How does this relate to your organization's current strategic plan and objectives? Who in your organization is doing this well now?	Review assessment results in relation to your role. Why are identified items of greatest importance to you personally? Who will you need to engage/influence to further address your reflections? How does this relate to your organization's current strategic plan and objectives?	Review assessment results. Why are identified items of greatest importance to you? What is your comfort in reaching out to and who will you need to engage/influence to further address your reflections? What support may you need in doing so? How does this relate to the organization's current strategic plan and objectives?
Step 3. CHOOSE Choose what to do and where to focus first	Identify your top priorities from the assessment based on where you are committed to taking and sup-porting action.	Identify your top priorities from the assessment based on where you are committed to taking and leading action.	Identify your top priorities from the assessment based on where you are committed to influencing and supporting action.	Identify your top priorities from the assessment based on where you are committed to influencing and supporting action.
Step 4. ACCESS Access resources, education and community support	Support process owner in accessing resources and join community conversations related to your top priorities in building a customized plan for your organization.	Access resources and join community conversations related to your top priorities in building a customized plan for your organization.	Access resources and join community conversations related to your top priorities in encouraging your organization to build a customized plan. Engage with Experience Leader/Champion and/or process owner.	Access resources and join community conversations related to your top priorities in encouraging your organization to build a customized plan. Engage with Experience Leader/Champion and/or process owner.
Step 5. ACT Take action and measure impact	Support process owner in formalizing plan of action based on identified priorities. Reinforce effort via public support, ensure needed resources, establish required metrics and engage in regular updates on progress. Ensure accountability and recognize achievements.	Formalize plan of action based on identified priorities. Identify and engage early adopters. Ensure senior leaders express public sup-port. Acquire needed resources, establish required metrics and communicate regular updates on progress. Recognize achievements.	Support and/or encourage plan of action based on identified priori-ties. Express commitment and take personal action. Inform direct leaders and engage peers. Contribute to achieving established metrics.	Support and/or encourage plan of action based on identified priori-ties. Express commitment and take personal action. Share your story. Participate in planning and other co-design opportunities. Contribute to achieving established metrics.
Step 6. SHARE Share your story (of what you accomplished and what you learned)	Engage in sharing your efforts, actions, outcomes and lessons learned with The Beryl Institute community of practice. Provide executive perspective on how you engaged in and supported effort.	Engage in sharing your efforts, actions, outcomes and lessons learned with The Beryl Institute community of practice. Provide champion perspective on how you operationalized and measured effort.	Engage in sharing your efforts, actions, outcomes and lessons learned with The Beryl Institute community of practice. Provide front-line team member perspective on how you influenced action.	Engage in sharing your efforts, actions, outcomes and lessons learned with The Beryl Institute community of practice. Provide patient, family member or care partner perspective on how you raised issues and influenced action.

APPENDIX A

Transform Human Experience: A Framework for Action (includes Associated Actions)

Care Teams

Redefine and advance the integrated nature of and critical role patients and their circle of support play on care teams.

Redefine the care team

- Identify care team members, including the patient's family, healthcare providers and the patient's circle of support.
- Orient care team members, including the patient, to their roles, responsibilities and benefits of being an active part of the care team.
- Include a formal care partner as part of the patient's care team and consider peer mentors and cultural brokers and partners.

Invite and activate partnership

- Ensure patients and families co-develop the care plan and are an active part of care team interactions and decision-making discussions.
- Identify and act on what matters most to patients, families and the patient's circle of support.
- Identify and eliminate barriers to effective care team partnership.
- Encourage patients and families to serve in roles beyond their own care journey.

Commit to care team well-being

- Celebrate and recognize all those providing and receiving care and restore joy in work.
- Monitor and manage trauma, burnout and resilience within all care team members.
- Acknowledge and reduce the stigma associated with mental and behavioral health for all care team members.

Governance & Leadership

Reimagine, redefine and reshape the essential role of leadership in driving systematic change.

Create transparency across the healthcare ecosystem

- Commit to an integrated strategy for improving patient experience.
- Create a culture of trust.
- Facilitate communication among healthcare, research and advocacy organizations.

Restore and nurture confidence

- Formalize outreach programs with patients, families, healthcare professionals and communities.
- Actively seek to understand the concerns and needs of patients, families, healthcare professionals and communities.
- Engage all stakeholders in the co-production, design, implementation and evaluation of new and existing initiatives.

Transform healthcare in collaboration with diverse voices

- Engage networks of diverse community leaders as partners to transform the health of the community.
- Address the moral and social determinants of health.
- Take direct action to ensure equity in healthcare.

Models of Care & Operations

Co-design systems, processes and behaviors to deliver the best human experience.

Co-design intentional, innovative and collaborative systems

- Create collaborative systems that integrate principles of quality, safety, engagement and well-being.
- Use human-centered co-design to ensure consistent and equitable systems that are personalized and inspire confidence.

Innovate processes of care to transform behavior

- Co-design workflows that promote partnership among patients, families, healthcare professionals and communities.
- Solicit and act on feedback at each touchpoint regarding outcomes that matter.
- Develop and apply standardized measures and tools for continuous improvement.

Policy & Systemic Issues

Advocate for equitable institutional, governmental and payor policies, incentives and funding to drive positive change.

Hardwire human partnership in the healthcare ecosystem

- Elevate the expertise of patients and the patient's circle of support.
- Engage patients, families, healthcare professionals and communities in advocacy.
- Remove barriers to accessing care.

Research, measure and dismantle the structures and systems that lead to disparities

- Identify where inequity and bias exist within current policies and processes.
- Examine the data to understand the disparities that influence experience and outcomes.
- Dismantle policies and practices that deliver inequitable outcomes.
- Deploy practices that ensure equitable health outcomes.

Modernize the surveys and democratize the data

- Diversify the ways in which we capture, hear and listen to patient and family voices across care settings.
- Democratize patient experience survey data to be more transparent, accessible and actionable.
- Modernize patient experience surveys to capture current and relevant information on patient needs and priorities.

APPENDIX B

Transforming Human Experience Assessment: Aims and Associated Assessment Questions

SEGMENT	AIM	ASSESSMENT STATEMENT
Care Teams	Redefine the care team	We ensure patients, family members and care partners are active members of the care team and are oriented in their roles.
	Invite and activate partnership	We directly engage patients, family members and care partners in co-developing plans of care and decision-making discussions and eliminate barriers to partnership.
	Commit to care team well-being	We consistently work to celebrate and recognize members of the care team and effectively monitor and manage issues of trauma and burnout.
Governance & Leadership	Create transparency across the healthcare ecosystem	We work to create a culture of trust and engage in open communication with other healthcare organizations.
	Restore and nurture confidence	We actively seek to understand and actively address the concerns and needs of patients, families, the healthcare workforce and our community.
	Transform healthcare in collaboration with diverse voices	We engage networks of diverse community leaders as partners to ensure equity and transform the health of our community.
Models of Care & Operations	Co-design intentional, innovative and collaborative systems	We create collaborative systems that integrate principles of quality, safety, engagement and well-being.
	Innovate processes of care to transform behavior	We solicit and act on feedback and apply standardized measures and tools for continuous improvement.
Policy & Systemic Issues	Hardwire human partnership in the healthcare ecosystem	We engage patients, families, healthcare professionals and communities in advocacy and removing barriers to accessing care.
	Research, measure and dismantle the structures and systems that lead to disparities	We work to identify where inequity and bias exist within current policies and processes and deploy practices that ensure equitable health outcomes.
	Modernize the surveys and democratize the data	We diversify the ways in which we capture, hear and listen to patient and family voices across care settings to ensure we have current and relevant information.

APPENDIX C

Transforming Human Experience Priority Self-Assessment

Please take a few minutes to determine your thoughts on how important the following items are to your organizations and how well you are doing them. You will then be asked to plot your responses on the following page.

ASSESSMENT STATEMENT	How IMPORTANT do you believe this item is to your organization's success?					How WELL do you believe your organization currently addresses this item?				
	Extremely Important	Very Important	Moderately Important	Slightly Important	Not at All Important	Extremely Well	Very Well	Moderately Well	Slightly Well	Not at All Well
1. We ensure patients, family members and care partners are active members of the care team and are oriented in their roles.	○	○	○	○	○	○	○	○	○	○
2. We directly engage patients, family members and care partners in co-developing plans of care and decision-making discussions and eliminate barriers to partnership.	○	○	○	○	○	○	○	○	○	○
3. We consistently work to celebrate and recognize members of the care team and effectively monitor and manage issues of trauma and burnout.	○	○	○	○	○	○	○	○	○	○
4. We work to create a culture of trust and engage in open communication with other healthcare organizations.	○	○	○	○	○	○	○	○	○	○
5. We actively seek to understand and actively address the concerns and needs of patients, families, the healthcare workforce and our community.	○	○	○	○	○	○	○	○	○	○
6. We engage networks of diverse community leaders as partners to ensure equity and transform the health of our community.	○	○	○	○	○	○	○	○	○	○
7. We create collaborative systems that integrate principles of quality, safety, engagement and well-being.	○	○	○	○	○	○	○	○	○	○
8. We solicit and act on feedback and apply standardized measures and tools for continuous improvement.	○	○	○	○	○	○	○	○	○	○
9. We engage patients, families, healthcare professionals and communities in advocacy and removing barriers to accessing care.	○	○	○	○	○	○	○	○	○	○
10. We work to identify where inequity and bias exist within current policies and processes and deploy practices that ensure equitable health outcomes.	○	○	○	○	○	○	○	○	○	○
11. We diversify the ways in which we capture, hear and listen to patient and family voices across care settings to ensure we have current and relevant information.	○	○	○	○	○	○	○	○	○	○

Once you complete the assessment above, plot your responses on the chart below to identify priority items for your efforts. As you review your results, place the number for each item above (1 to 11) in the corresponding boxes for HOW IMPORTANT the item is to your organization's success and HOW WELL your organization addresses this item.

Extremely Important					
Very Important					
Moderately Important					
Slightly Important					
Not at All Important					
	Not Well at All	**Slightly Well**	**Moderately Well**	**Very Well**	**Extremely Well**

Results Considerations

Recognizing that all the assessment items are deemed important, some may be of greater or lesser importance to you and your organization's strategy. As you review your results, consider the following:

Yellow Box Items
Areas you deem important, but you are not performing well. Consider these areas as priorities.

Green Box Items
Areas you deem important, and you are performing well.

Blue Box Items
Areas you deem less important to your organization, but you are performing well or made an effort.

Orange Box Items
Areas you deem less important to your organization and you are not performing well. These areas are most likely lower priorities.