OUR HISTORY AND FIRST 5 YEARS AS A COMMUNITY OF PRACTICE DEDICATED TO PATIENT EXPERIENCE IMPROVEMENT

Late 2006 The Beryl Institute is founded by Paul Spiegelman, the CEO of BerylHealth. It is initially operated as an extension of BerylHealth and led by the organization's marketing arm.

March 2007-2010 The Institute releases its first publication and in its first 3 years of existence through early 2010, the Institute publishes 9 papers. During the same period The Beryl Institute Conference is created to serve as a client conference for BerylHealth.

April 2010 Jason Wolf joins the Institute as the first full-time Executive Director with a vision to refocus and reintroduce the Institute as an independently operating organization.

Summer 2010 The Institute convenes a group of patient experience leaders to author the definition of the patient experience – *the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care*. Establishing a shared definition is seen as a critical first step in framing patient experience efforts and provides focus to Institute offerings.

June 2010 The Institute introduces the Patient Experience Grant Program awarding 10 initial research grants.

July 2010 A new white paper series is launched by the Institute with the paper – *Zeroing in on the Patient Experience.*

September 2010 The Institute re-launches as an independent entity, shifting from an extension of BerylHealth to a content neutral community of practice and membership organization. A new website is launched and a paid membership structure is established. The Institute vision is introduced as: *The global community of practice and premier thought leader on improving the patient experience in healthcare*.

End of 2010 The Institute, with its new focus and mission, ends the year with over 2,000 members and guests.

March 2011 The Institute releases its first national benchmarking study, *The State of Patient Experience*, sharing the most comprehensive perspective of patient experience efforts in the U.S. to date.

April 2011 The Institute conference is redesigned to serve as an industry conference. Patient Experience Conference 2011 engages 200 healthcare leaders on improving patient experience and raises the awareness of experience leaders that they are not alone in their work.

Fall 2011 The Institute introduces the Patient Experience Advisory and Executive Boards reinforcing its industry leadership and position as an independent thought leader on improving the patient experience.

November 2011 The institute holds its Inaugural Regional Roundtable hosted by UCLA Health System.

End of 2011 The Institute closes 2011 having published 5 new whitepapers (9 in its first full year of existence) and offering 8 new webinars. It now includes almost 7,000 members and guests.

January 2012 The Institute initiates an open comment period for the first Patient Experience Body of Knowledge. The process includes over 400 healthcare leaders and results in 15 domains of knowledge. The comprehensive learning program continues its development into 2013.

April 2012 Patient Experience Conference doubles in size and sells out with 400 attendees. 16 breakout sessions and top keynotes engage participants in expanding the discussion on patient experience. In addition, the "I am the Patient Experience" Movement is launched sparking an expanded awareness of the role each healthcare employee plays in impacting the patient experience around the globe.

September 2012 The Institute introduces the Patient Experience Speakers Bureau. It also launches the first Global Patient Experience Network. As of its 2nd anniversary the Institute has grown to 700 paid members.

October 2012 The Patient Experience Grant program is expanded to include Institute Scholars. Through the program, the Institute has now supported 25 patient experience research efforts.

November 2012 The Institute announces its first supporting partners, who take a stand as industry leaders in their support of the Institute. The Institute's former parent and then sister organization BerylHealth merges with Stericycle reinforcing the Institute's positioning as an independent, non vendor or provider related, organization focused on improving patient experience.

End of 2012 The Institute closes 2012 having published 7 new white papers, offering 20 new webinars and vastly expanding its resources and offerings. The Institute community grows over 100% in size in 2012.

January 2013 The Institute starts the year with over 15,000 members and guests in 30 countries, on all continents, except Antarctica.

April 2013 Patient Experience Conference is largest to date with 551 registrants.

May 2013 The Institute begins a monthly guest blog to share additional voices and perspectives in the patient experience dialogue.

June 2013 The Institute announces the Patient Experience Journal, an independent, multidisciplinary and multi-method journal sharing research and proven practices around understanding and improving patient experience. In addition, the Institute launches the Advisory Services Directory. The directory serves as an online resource for healthcare organizations to connect with consultants and advisors to help drive organizational improvement in addressing patient experience issues.

July 2013 The Institute introduces the Global Patient & Family Advisory Council, which is comprised of 14 patient and family members and provides guidance and input on the strategic direction of the Institute.

August 2013 The Institute releases the full research report from its 2013 benchmarking study, *The State of Patient Experience in American Hospitals*, which included 1,072 respondents from 672 unique organizations. The Institute also releases the Patient Experience Index to help members and guests quickly identify resources from to address specific patient experience needs.

October 2013 An organizational membership option is introduced, giving organizations the opportunity to extend full member benefits to their entire staffs for a nominal annual fee. The Institute also introduces the Patient Experience Community, allowing members to pose questions, share answers and resources and join interest groups in an online forum. In addition, the Institute supports its largest patient experience grant/scholar program to date awarding funds to fourteen organizations and three individuals conducting patient experience-related research.

November 2013 The Institute holds its largest Regional Roundtable to date in Newport Beach, California.

December 2013 The Virtual Conference Series launches offering day sessions of focused learning and discussion on specific patient

End of 2013 The Institute closes 2013 having published 6 new white papers including a series highlighting the 'Voices' of patient experience, and 5 new research reports including an updated benchmarking study, offering 19 new webinars and vastly expanding its library of patient experience resources. The Institute community includes over 20,000 members and guests.

January 2014 After a 40 year history leading the advancement of healthcare consumer advocacy, the Society for Healthcare Consumer Advocacy chooses to integrate its members and resources into the Institute becoming the Patient Advocacy Community of The Beryl Institute.

March 2014 The Institute introduces the Patient Experience Leaders and Patient Advocacy Listservs, helping members more easily connect for idea sharing and dialogue.

April 2014 Patient Experience Conference 2014 is held in Chicago with 700 participants and a program including over 50 learning sessions. PX Learning Bites and the first Body of Knowledge courses are added to the Institute's Learning & Professional Development resources. The first Patient Experience Week is introduced as an annual event to celebrate healthcare staff impacting patient experience everyday. The Physician Community holds its first meeting.

May 2014 Patient Experience Journal, an international, multidisciplinary, open-access, peer-reviewed journal published in association with The Beryl Institute, publishes its first issue.

June 2014 History of Patient Experience video series is released.

July 2014 Patient Experience Conference 2015 Call for Submissions closes with highest number of proposals to date.

September 2014 The Institute announces expansion of focus to include long-term care resources.

October 2014 Ten healthcare organizations and four doctoral students are awarded research funds as part of the Institute's 2014 Grant and Scholar Programs. Volume 1, Issue 2 of *Patient Experience Journal* publishes.

End of 2014 The Institute closes 2014 having published 6 new white papers and 5 new research reports, offering 22 new webinars, 10 new topic calls, 6 virtual conferences and 9 learning bites, vastly expanding its library of patient experience resources. The Institute community includes over 27,000 members and guests.

January 2015 The Institute releases its first long-term care related white paper, *The Power of Person-Centeredness in Long-Term Care: A View Across the Continuum.* Patient Experience Content Categories are introduced to better organize the Institute's library of resources.

April 2015. A record number of over 800 members and guests participate in Patient Experience Conference 2015 in Dallas, TX. The Pediatric Community holds its first meeting.

July 2015 Patient Experience Conference 2016 Call for Submissions closes with highest number of proposals to date. The full set of PX Body of Knowledge courses are available and the Patient Experience Leader and Patient Advocacy Certificate Programs are introduced.

August 2015 The third biennial benchmarking study is released: *State of Patient Experience 2015: A Global Perspective on the Patient Experience Movement.* The Patient and Family Advisor Community joins the Institute's other Special Interest Communities.

September 2015 The Institute celebrates its fifth anniversary as a community of practice dedicated to patient experience improvement with almost 40,000 members and guests representing over 50 countries

AND THE JOURNEY CONTINUES…
Learn about The Beryl Institute's most recent resources and contributions to the field of patient experience at theberylinstitute.org.