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## **The Beryl Institute Introduces Global Patient and Family Advisory Council**

Council to ensure patient and family voices are central consideration in patient experience improvement efforts

Dallas, Texas (July 11, 2013) – The Beryl Institute introduces its [Global Patient and Family Advisory Council](#) (GPFAC) which will provide guidance and input on the strategic direction of the Institute. The GPFAC will ensure the voices of patients and families are a central consideration in the Institute’s patient experience improvement efforts and resources.

The GPFAC is comprised of 14 patient and family members across five countries who exemplify a commitment to elevating the conversation on patient experience in their organizations and/or communities.

Members include:

- Brooke Billingsley, CEO, Perception Strategies
- Alicia Cole, Executive Director, Alliance for Safety Awareness for Patients
- Dave deBronkart, Patient Engagement Advocate, Activist and Author
- David Festenstein, Managing Director, Teleopen Ltd.
- Regina Holliday, Founder, #TheWalkingGallery
- D’Anna Holmes, Patient Engagement System Area Manager, LodgeNet Healthcare
- Libby Hoy, Founder, PFCC Partners
- Linda Kenney, Executive Director and President, MITSS
- Barbara Lewis, Founder, Joan’s Family Bill of Rights
- Dale Ann Micalizzi, Founder and Director, Justin’s HOPE Project
- Stephanie Newell, Health Consumer Advocate
- Zal Press, Founder, Patient Commando Productions
- Kathy Torpie, International Keynote Speaker, Psychologist and Author
- Naomi Williams, Patient Advisor, Georgia Health System

“At the Institute we believe the patient and family voice is a critical component of the patient experience discussion,” said Jason Wolf, President, The Beryl Institute. “The global council will play a central role in guiding our work, providing broad perspective and important considerations as we continue to offer leading resources and solutions to the patient experience community.”

Complementing the Institute’s existing [Executive](#) and [Advisory](#) boards, the GPFAC will review the Institute’s areas of focus and current resources and offer suggestions on new opportunities and topics of interest to ensure the perspective of the patient is part of all Institute efforts.

To learn more about the GPFAC and its members, visit <http://www.theberylinstitute.org/?page=GPFAC>

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About The Beryl Institute:

[The Beryl Institute](#) is the global community of practice and premier thought leader on improving the patient experience. The Institute serves as a reliable resource for shared information and proven practices, a dynamic incubator of leading research and new ideas and an interactive connector of leaders and practitioners. The Institute is uniquely positioned to develop and publicize cutting-edge concepts focused on improving the patient experience, touching thousands of healthcare executives and patients.

The Beryl Institute defines the patient experience as *the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.*