



Member Benefits Guide

THE BERYL
INSTITUTE

Improving the Patient Experience

Patient Experience Defined:

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

- The Beryl Institute

THE BERYL INSTITUTE

WELCOME TO THE BERYL INSTITUTE

Thank you for joining the patient experience community of The Beryl Institute. As a valued member, you will connect with passionate and engaged community that is focused on sharing perspectives, strategies, tools and tips on how to improve the patient experience across the continuum of care.

The Beryl Institute is committed to creating a dynamic space for members to convene, engage and contribute to elevating, expanding and enriching the global dialogue on improving the patient experience.

We are here to help you take advantage of the wealth of patient experience resources and benefits available to you as a member. Use this guide to put the benefits of membership to work for you. Take a moment to explore the Institute's website, and if you have questions, please don't hesitate to reach out to us.

Thank you for having us take part in your patient experience journey!



Michelle Garrison

Director, Member Experience

michelle.garrison@theberylinstitute.org

CONTACT US

866.488.2379

info@theberylinstitute.org

1560 E. Southlake Blvd, Ste 231 • Southlake, TX 76092

ABOUT US

The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge.

OUR COMMITMENT

As a community, we commit to:

- Elevating the importance of experience across all care settings
- Generating, collecting and sharing ideas and proven practices
- Engaging a broad range of voices and views
- Putting patients, families and care partners first
- Recognizing the value of the entire healthcare team
- Reinforcing experience encompasses quality, safety, service, cost, and outcomes

OUR COMMUNITY

We are dedicated to bringing together the many voices, views and perspectives on improving the patient experience.

By joining the patient experience community, you have the opportunity to connect with other members from healthcare organizations around the world with roles in such areas as:

- Executive Leadership
- Physician/Nurse Leadership
- Patient Experience/Satisfaction
- Service Excellence
- Patient and Family Advocacy
- Marketing/Community Outreach
- Quality/Safety
- Operations
- HR/Organization Development
- Clinical Education/Staff Development
- Patient and Family Advisors

**All Voices Matter.
Every interaction Matters
You Matter.**



PATIENT EXPERIENCE RESOURCES

The Institute's growing library of patient experience resources are here to assist you advance improvements in the patient experience across the continuum of care. From innovative patient experience research to real-world looks at patient experience improvement efforts, these resources will support you through all the stages of your patient experience journey.

WHITE PAPERS

Central to our shared commitment to improving the patient experience is this series of informative and thought-provoking publications that dig into the critical issues facing the healthcare industry today.

RESEARCH REPORTS

There are valuable efforts underway to research the value of improving the patient experience before, during, and after care, how it impacts customer service and the influence of culture on the experience. The Beryl Institute releases findings from the biennial benchmarking study of The State of Patient Experience, revealing the complex reality facing the patient experience movement.

CASE STUDIES

Our ongoing case study series offers an exclusive look into current healthcare efforts, presented as both an opportunity to learn from others as well as a spark for further ideas on how we can work to improve the patient experience.

RESEARCH AND SCHOLAR GRANTS

The mission of the annual grant program supports patient experience research efforts and represents our ongoing commitment to expanding the conversation, learning and sharing around improving the patient experience in the healthcare industry.

ON THE ROAD WITH THE BERYL INSTITUTE

This series offers a virtual guest pass to many leading healthcare institutions, sharing patient experience journeys from hospitals around the globe.

SPEAKERS BUREAU

Making connections for meeting planners, the Speakers Bureau is comprised of professional speakers passionate about sharing the importance of patient experience with the healthcare community.

ADVISORY SERVICES DIRECTORY

This directory identifies patient experience experts supporting organizational improvement in addressing patient experience issues. Listed organizations have active members of The Beryl Institute, established records of consulting healthcare organizations with proven results and patient experience related credentials from healthcare or other related industries.

PX JOURNAL

The *Patient Experience Journal (PXJ)* is an international, multidisciplinary and multi-method journal focused on the research and proven practices around understanding and improving patient experience.

LEARNING & PROFESSIONAL DEVELOPMENT

The Institute's Learning and Professional Development offerings shape the emerging field of patient experience and support the consistent and continuous development of Patient Experience Professionals through education, programs and professional development opportunities.

BODY OF KNOWLEDGE (BOK) COURSES

The BOK courses comprise the most comprehensive overview to support professional development in the field of patient experience and preparation for the Certified Patient Experience Professional (CPXP) exam.

CERTIFICATE PROGRAMS

Through the BOK Courses, The Beryl Institute offers certificate programs in patient experience leadership and patient advocacy. The certificate programs are ideal for healthcare organizations and individuals seeking to distinguish themselves and to enhance their skills, new professionals looking to enter the field and experienced leaders wanting to keep up with industry changes.

LEARNING BITES

The 3-5 minute learning segments are brief webcast videos highlighting key insights on a variety of patient experience topics to provide ideas, recommendations and opportunities in addressing and excelling in the patient experience.

PATIENT EXPERIENCE CONFERENCE

This premier annual event brings together healthcare leaders from around the world to make connections, share ideas and engage with others dedicated to improving the patient experience.

REGIONAL ROUNDTABLES

These one-day interactive programs bring together patient experience professionals for inspiring keynotes and hands-on learning opportunities.

WEBINARS

Facilitated by patient experience leaders from around the world, webinars share proven practices and strategies to implement in your own organization.

TOPIC CALLS

During these interactive, multimedia events, a small group of participants engage in a dialogue on a specific topic, sharing ideas and practices that have been implemented to address the issue.

CONNECTIONS

When you become a member, you're immediately connected to a global community with members coming from across the continuum of healthcare. Through the available connections, you have an opportunity to engage and network, share ideas and perspectives on how to improve the patient experience.

SPECIAL INTEREST COMMUNITIES

Special Interest Communities of The Beryl Institute serve as a virtual connection among healthcare leaders committed to improving the patient experience in an identified area of interest. They offer a venue for sharing ideas, practices, challenges and opportunities. Communities foster collaboration and learning for individuals at all stages of progress and all touch-points in the patient experience continuum.

All communities have a virtual repository for shared information on The Beryl Institute site as well as a content specific listserv that helps foster ongoing conversation. Each community is self-directed, guided by volunteer leadership or a steering team. Participation is open to all members of The Beryl Institute with an interest in the particular subject.

Current Special Interest Communities include:

- Patient Advocacy
- Patient and Family Advisors
- Pediatric
- Physician

MEMBER DIRECTORY

Members have full access to The Beryl Institute's Member Directory which allows them to search for other members and use the community to connect directly with one another.

LISTSERVS

The listservs are designed to improve communication among peers, offer a forum for exchanging ideas and allow you to benefit from the experience, knowledge and wisdom of others. Any emails sent to the listservs are automatically sent to all subscribers.

The Patient Experience Listservs are open to all members of The Beryl Institute and are intended for discussion of issues related to the patient experience, service excellence, patient and family engagement, patient advocacy and questions for patient experience leaders.

Listsers are available for:

- Patient Advocacy
- Patient Experience Leaders
- Patient and Family Advisors
- Pediatric
- Physicians

CAREER CENTER

The Career Center provides an opportunity for healthcare professionals to see the most recent job listings available for patient experience positions.

Members have the ability to list open positions at a discounted rate and access the Job Description Library, an extensive cross section of sample job descriptions. Use these descriptions to identify key areas of focus for your patient experience efforts.

T H E B E R Y L
I N S T I T U T E

Improving the Patient Experience



www.theberylinstitute.org