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Physician Perspectives on Patient Experience Examined by The Beryl Institute

New White Paper Shares Principles for Success in Physician Engagement

Bedford, TX (March 8, 2012) – Investigating the importance of physicians in the overall experience of patients, The Beryl Institute releases its latest white paper, [Physician Perspectives on Patient Experience](#).

The paper incorporates numerous views in exploring physician perspectives on patient experience. First, Dr. Latha Shankar shares her knowledge based on hands-on experience in the urgent care setting. She offers insight on the importance of various topics within the scope of patient experience including:

- Communication
- Active Listening
- Lasting Impressions
- The Importance of Quality Care

Additionally, the paper includes six interviews with respected physician leaders from across the United States that offer thoughtful insights on the various issues surrounding physician engagement in patient experience. These provocative insights underscore the importance of physicians in all facets of patient interaction.

“The perspectives shared provide us a real look at the challenges physicians face and the opportunities they have in contributing to overall patient experience,” said Jason Wolf, executive director of The Beryl Institute. “They are relevant and critical considerations for all those committed to this important cause.”

To download the white paper, visit <http://www.theberylinstitute.org/?page=PUBS>.

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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.

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