



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

Improving the Patient Experience

Patient Experience Defined:

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

- The Beryl Institute

# ABOUT US

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

## OUR MISSION

Our commitment is to create a dynamic space for members to convene, engage and contribute to elevating, expanding and enriching the global dialogue on improving the patient experience.

## OUR COMMUNITY

The Beryl Institute serves as an independent, non vendor or provider-related community dedicated to bringing together the many voices, views and perspectives on improving the patient experience.

More than an association, the Institute is a community of practice, engaging members as active participants and contributors to the collective development of knowledge, reinforcing the value and expanding the impact of patient experience efforts globally.

Members come 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



The power of **Community**

# PATIENT EXPERIENCE RESOURCES

## 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.

## 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.

## 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.

Supporting innovative

Patient Experience Research

# LEARNING & PROFESSIONAL DEVELOPMENT

## **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 Patient Experience Professional (PXP) certification 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.

Resources for all stages of the  
**Patient Experience Journey**

# MEMBERSHIP

Membership in The Beryl Institute is an investment in your professional development and shows your support of the expanding patient experience movement. Membership is offered on an individual, institutional or student basis and allows for direct connection to the largest community of healthcare leaders committed to improving the patient experience.

Membership provides access to a growing number of leading resources that will support you in leading a positive patient experience effort for your organization.

## REASONS TO JOIN:

- Access to the growing library of:
  - **White Papers**
  - **Research Reports**
  - **Learning Bites**
  - **Webinars**
  - **Past Webinar Recordings**
  - **Topic Call Series**
  - **Past Topic Call Notes and Recordings**
- Discounts to events and learning programs such as:
  - **Patient Experience Conference**
  - **Regional Roundtables**
  - **Body of Knowledge Courses**
- Full access to The Beryl Institute's **member directory** and the **Patient Experience Listservs** to both share ideas and gain new insights with peers
- Access to the **Patient Experience Career Center** where members have exclusive access to review the full **patient experience job description library** and **post job listings at a discount** for patient experience related positions

Join today at  
[www.theberylinstitute.org](http://www.theberylinstitute.org)  
or call 866.465.5824

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