Research by The Beryl Institute shows Patient Experience Remains a Top Priority for Healthcare
Biennial study reveals experience trends and perspectives across the continuum of care globally

Dallas, Texas (August 14, 2015) – The Beryl Institute announces the release of the full research report from its latest benchmarking study, State of Patient Experience 2015: A Global Perspective on the Patient Experience Movement. The largest research of its kind, the study engaged over 1,500 respondents from 21 countries sharing the challenges and opportunities they face and the steps being taken to address the patient experience.

Since the launch of its first biennial benchmarking study in 2011, the Institute continues to explore the emerging conversation on the patient experience, examining the actions and trends of experience excellence across all healthcare settings from physician practice to hospitals to long-term care. In addition to healthcare leaders, the 2015 study invited perspectives of those receiving care – patients, residents and family members – to provide a comprehensive perspective.

The study provides implications of practice to encourage organizations to lead forward in experience excellence. According to the research:

• Patient experience remains a top priority for organizations across all segments
• Structures for addressing patient experience are widely present, yet organizational definition still lags
• Senior patient experience leadership and staff investment is growing
• Engagement of patient and family voice is on the rise
• Purposeful leadership and a strong culture are seen as critical in achieving great patient experience
• Staff development and culture change efforts are top areas of investment with an increasing focus on patient and family engagement

“In the last five years we’ve seen significant change globally around priorities for healthcare systems and policy that have great implications for experience performance,” said Jason Wolf, president of The Beryl Institute. “The bottom line is that in no greater way has patient experience mattered then it does at this very moment, for the factors that drive its success, the outcomes it creates and the importance and impact it has on all touched by healthcare today.”

To access the complimentary research report, visit:
http://www.theberylinstitute.org/?page=PXBENCHMARKING.

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About The Beryl Institute:
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. We define the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.