The Beryl Institute

The Role of Technology in Patient Experience Explored by The Beryl Institute
New White Paper Examines the Value and Impact of Technology in Healthcare

Dallas, TX (March 15, 2016) – A new white paper by The Beryl Institute explores why and how healthcare technology continues to play a vital role in addressing and impacting patient experience. The paper, “The Role of Technology in Patient Experience: Insights and Trends”, engages a diverse range of perspectives from chief information officers and chief experience officers to technology product innovators and the voices of patients and families.

Contributors include:

- **Paul Alexander Clark**, Founder & Chief Executive Officer, Curate Health
- **David Festenstein**, Managing Director, Teleopen Ltd.
- **Sven Gierlinger**, Chief Experience Officer, Northwell Health
- **Pam Guler**, VP, Chief Patient Experience Officer, Adventist Health System
- **Jolinda Lambert**, Chief Executive Officer, Innovatient
- **Gautum Mahtani**, Co-Founder, Customer Feedback Systems LP
- **Aaron Miri**, Chief Information Officer, Walnut Hill Medical Center
- **Michael O’Neil**, Founder and CEO, GetWellNetwork
- **Michael Pfeffer**, Chief Information Officer, UCLA Health Sciences
- **Casey Quinlan**, Author and Patient Advocate, Mighty Casey Media LLC
- **Tim Travis**, President, TruthPoint
- **Matthew Werder**, Chief Technology Officer, Hennepin County Medical Center
- **Colleen Young**, Community Director, Mayo Clinic Connect and Founder, Health Care Social Media Canada (#hcsmca)

Contributors addressed topics on existing patient experience related technologies, the impact technology has on the patient experience and the outcomes realized through an investment in technology.

In addition, the paper identifies technology trends predicted to influence patient experience in the coming years. The paper concludes with recommendations for action and key considerations on how organizations can use technology to impact their broader experience strategies.

“The opportunity for today’s healthcare organizations is to make thoughtful and informed choices as they look to provide the best in experience for those they care for and serve. Technology, in how it’s used, not just the platforms or programs implemented, will play a critical role in the overall patient experience,” said Jason A. Wolf, president of The Beryl Institute.
To download the white paper, visit http://www.theberylinstitute.org/?page=PUBLICATIONS.

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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 patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.