Member Benefits Guide

THE BERYL INSTITUTE

Improving the Patient Experience
Thank you for joining the patient experience community of The Beryl Institute. As a valued member, you will connect with a 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, learning and connections 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.

If you have any questions, please don’t hesitate to contact me at denise.weathers@theberylinstitute.org.

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

Sincerely,

Denise R. Weathers
Vice President, Membership
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 CAUSE
Changing healthcare by advancing an unwavering commitment to the human experience.

We believe this is achieved by:

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

• Acknowledging experience (1) encompasses the critical elements of healthcare from quality, safety and service, to cost and population health issues that drive decisions, impact access and ensure equity and (2) reaches beyond the clinical encounter to all interactions one has with the healthcare system.

• Recognizing that human experience reinforces the fundamental principle of partnership and is therefore inclusive of the experiences of those receiving and delivering care as well as all who support them.

• Reinforcing that focused action on experience drives positive clinical outcomes, strong financial results, clear consumer loyalty, solid community reputation and broad staff and patient/family engagement.

OUR COMMUNITY
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

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
From innovative patient experience research to real-world looks at patient experience improvement efforts, the growing library of patient experience resources are here to assist your staff to advance improvements in the patient experience across the continuum of care.

STATE OF PX BENCHMARKING
The largest research of its kind, 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.

PX MARKETPLACE
Patient Experience Marketplace serves as the go to resource for identifying patient experience products and services to support organizational improvement in addressing patient experience issues. Organizations are listed by category type to provide you quick access to product and service listings specific to your patient experience needs.

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 opportunities shape the emerging field of patient experience and support the consistent and continuous development of patient experience professionals. These learning opportunities will support your staff through all the stages of their patient experience journeys.

**PX BODY OF KNOWLEDGE COURSES**

Developed by a community of over 400 patient experience leaders, Patient Experience Body of Knowledge courses are a comprehensive learning framework, providing a clear path to delivering superior patient experience performance.

**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.

**PX GRAND ROUNDS**

This interactive opportunity highlights leading efforts to positively impact the patient experience and bring the range of perspectives to the experience conversation in engaging executive, patient experience leader and patient and family voice.

**WEBINARS**

Facilitated by patient experience leaders from around the world, webinars share proven practices and strategies to implement in your own organization. Webinars are available for anytime access and most webinars offer Patient Experience Continuing Education (PXE) credits.

**CPXP PREP**

The Beryl Institute offers Certified Patient Experience Professional Preparation Course Workshops throughout the year. Committed to patient experience improvement, The Beryl Institute and Patient Experience Institute (PXI) are sister organizations working together in providing a framework for supporting the development of the field of patient experience. Offered through PXI, Certified Patient Experience Professional certification is an international designation intended for healthcare professionals or other individuals with a commitment and interest in patient experience improvement.

**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.

**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.

Resources for all stages of the Patient Experience Journey
Through the available peer-to-peer connections, your staff can engage and network with others, share ideas on how to improve the patient experience and gain perspectives from other likeminded individuals.

**PX CONNECT**

PX Connect is an online community designed to improve communication among peers, offer a forum for exchanging ideas and allow members to benefit from the experience, knowledge and wisdom of others. Exclusive to members of The Beryl Institute, PX Connect offers enhanced discussion capabilities, improved member directory search, granular privacy controls, centralized subscription management and resource sharing.

Members have the opportunity to post questions, share knowledge and have the option to get posts in real-time, daily digest or not at all. Engaging in PX Connect will also provide members the flexibility to collaborate on any device as the site’s responsive design automatically formats for the device, whether it be a desktop, phone or tablet. All resources, discussions and documents are archived and easily searchable.

**MEMBER DIRECTORY**

Network with other community members by searching for members and guests by name, title, organization or location. You can also network with members by specific profile fields, such as group type or location.

**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. Communities foster collaboration and learning for individuals at all stages of progress and all touchpoints in the patient experience continuum. Each community is self-directed, guided by volunteer leadership or a steering team.

**CAREER CENTER**

The Career Center provides an opportunity for healthcare professionals to see the most recent job listings available for patient experience positions. This resource also provides members the ability to list open positions at a discounted rate and access the Job Description Library.

Global Dialogue on 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