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
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

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

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.

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 & PROFESSIONAL DEVELOPMENT

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.

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.

PATIENT EXPERIENCE CONFERENCE
Patient Experience Conference is the largest independent, non-provider or vendor hosted event bringing together the collective voices of healthcare professionals across the globe to convene, engage and expand the dialogue on improving patient experience.

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
MEMBERSHIP

Membership in The Beryl Institute is an investment in your professional development and shows your support of the expanding patient experience movement. Membership allows for direct connection to the largest community of healthcare leaders committed to improving the patient experience. The following membership options are available:

REASONS TO JOIN:

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

Here are some of the most popular:

**Publications**
- White Papers
- Patient Experience Press
- Patient Experience Journal
- Research Papers

**Learning**
- Upcoming Webinars & Webinar Archives
- Topic Calls & Topic Call Archives
- Learning Bites
- Body of Knowledge
- PX Grand Rounds

**Connections**
- Listservs
- Career Center
- Member Directory
- Communities

**Events**
- Regional Roundtable
- PX Conference
- CPXP Prep Course Workshop

Join today at
www.theberylinstitute.org
or call 866.488.2379
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Improving the Patient Experience

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