The Beryl Institute Announces Partnership with The Living History Program to Help Personalize Healthcare and Improve the Patient Experience

Dallas, Texas (February 28, 2013) – The Beryl Institute announces a partnership with Sheila Brune, founder of The Living History Program, to expand usage and awareness of the program in the healthcare industry. The Living History Program is a process for engaging patients to gather and share basic life information, positively impacting the way healthcare workers care about and for patients.

Currently being used at over 40 hospitals with tremendous success in impacting patient, family and staff satisfaction, the program teaches organizations how to select and train employees to interview patients and families to capture basic life history and turn it into a powerful one-page story. In addition to being a memento for the patient and family, the story becomes a part of the medical record so all that come into contact with the patient have information to make connections on new levels.

The Institute will offer The Living History Program to its patient experience community for a nominal implementation and licensing fee that includes ongoing support and access to a group of other healthcare leaders to share proven practices and ideas. This partnership allows for the expanded usage and awareness of the program, thus bringing the gift of life stories to more patients, families and caregivers.

“I am delighted that The Beryl Institute has chosen to support and market The Living History Program,” said Brune. “The Institute represents all that I believe is right and good in healthcare today and this partnership is the best way to positively impact the future of the program.”

To learn more about The Living History Program, visit http://www.theberylinstitute.org/?page=LivingHistory.

About The Beryl Institute:
The Beryl Institute is the global community of practice and premier thought leader on improving the patient experience. The Institute serves as a reliable resource for shared information and proven practices, a dynamic incubator of leading research and new ideas and an interactive connector of leaders and practitioners. The Institute is uniquely positioned to develop and publicize cutting-edge concepts focused on improving the patient experience, touching thousands of healthcare executives and patients.

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