Financial Impact of Patient Experience in Healthcare Examined by The Beryl Institute
New White Paper Offers Evidence that Efforts Positively Impact Bottom Line


With today’s challenging economic conditions, healthcare leaders are seeking justification for every expense. The paper explores data supporting the potential for a return on investment when focusing on service excellence and offers healthcare managers an “evidence-based” case for improving the overall encounter for the patients, families and communities they serve.

“With all that is done to address patient experience from the cultural, organizational and process sides, we also need to consider its financial implications,” said Jason Wolf, executive director of The Beryl Institute. “This is perhaps the area that patient experience champions have focused on the least, but could have the most significant impact in making the case for the important work being done.”

Acknowledging that patient experience influences the performance of healthcare organizations on a number of fronts, the paper examines the return of service efforts from the financial, marketing and clinical perspectives citing multiple studies hospitals can reference to justify their efforts.

To download the white paper, visit https://theberylinstitute.site-ym.com/?page=PUBS.

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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 effective leaders and dedicated 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.

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