Importance of Defining Patient Experience in Healthcare Examined by The Beryl Institute
New White Paper Explores Why Definition Matters in Patient Experience Improvement

Dallas, TX (December 2, 2014) – A new white paper released by The Beryl Institute explores the efforts to define patient experience and why definition matters in creating a framework for optimal patient experience. The paper, “Defining Patient Experience: A Critical Decision for Healthcare Organizations”, is an expanded reprint from the inaugural issue of Patient Experience Journal. It identifies and promotes a working definition of patient experience that is applicable to research, quality improvement efforts and general clinical practice.

The paper examines a 14-year synthesis of existing literature and other sources that have been used to define patient experience, focusing on a total of 18 sources of articles or organizational websites that provided a tangible, explicit definition of patient experience. The authors’ frame their findings in an actionable context and offer specific ideas that healthcare organizations can consider in moving their organization toward its optimal definition of patient experience. The paper’s authors include:

- **Jason A. Wolf**, PhD, Editor, Patient Experience Journal, President, The Beryl Institute
- **Victoria Niederhauser**, DrPH, RN, Dean & Professor, The University of Tennessee Knoxville, College of Nursing
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“This paper reinforces the critical importance of definition in framing patient experience, especially as it is now consistently recognized as a top priority in today’s healthcare marketplace,” said Jason Wolf, president of The Beryl Institute. “Without clear and shared definition, we have no basis for action. This paper engages our thinking on both the importance and context of patient experience and explores how it is being framed globally so that those committed to this work can make informed choices and take purposeful action.”

This paper is provided compliments of its authors and The Beryl Institute, reinforcing the Institute’s commitment to foster collaboration in the patient experience dialogue. To download the white paper, visit [http://www.theberylinstitute.org/?page=PUBLICATIONS](http://www.theberylinstitute.org/?page=PUBLICATIONS).

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About The Beryl Institute:
The Beryl Institute is the global community of practice and premier thought leader on improving patient experience in healthcare. The Beryl Institute serves as an independent, non vendor or provider-related community dedicated to bringing together the many voices, views and perspectives on improving the patient experience.
The 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.