Healthcare Leaders’ Influence on Sustaining Patient Experience Performance Explored by The Beryl Institute
White Paper Shares Implications of Leadership and Employee Engagement on Patient Experience

Dallas, TX (November 5, 2015) – A new white paper released by The Beryl Institute explores the impact healthcare leadership has on patient experience improvement. The paper “Leadership and Sustaining Patient Experience Performance” provides data based on exemplary healthcare leaders who contributed to and influenced the sustainability of high patient satisfaction scores. This research study was conducted by Tami Lewis, PhD, one of The Beryl Institute’s Patient Experience Scholars.

Representing a range of units such as orthopedics, environmental services, obstetrics, medical/surgical and telemetry, insights collected from healthcare leaders presented four central themes on sustaining high patient satisfaction:

• Patient and Employee Communication
• Leadership Effectiveness and Engagement with Employees
• Leadership Influence to Educate and Motivate Staff
• Trait Leadership

Based on the study, a key to cultivating high patient satisfaction scores is through employee satisfaction. The paper also gives implications for action organizations should consider when developing and sustaining high patient satisfaction scores.

“Through her research and a thoughtful approach of engaging in the experience of the study participants themselves, Lewis reinforces a key tenet found at the heart of the definition of patient experience itself, that experience is the sum of all interactions based on an organization’s culture,” said Jason Wolf, president of The Beryl Institute. “It is through the actions and behaviors of leaders and the ways in which they engage, support, value and inspire those who work with and for them that organizational cultures can be built or broken.”

To download the white paper, visit http://www.theberylinstitute.org/?page=PUBLICATIONS.

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About The Beryl Institute:
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. We define patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.