The Beryl Institute Introduces Framework for Patient Experience Professional Development

Collaborative healthcare learning programs contribute to the patient experience movement

Dallas, Texas (April 7, 2014) – Reinforcing its commitment to shape the advancement of the field of patient experience, The Beryl Institute announces the launch of a comprehensive framework for patient experience professional development.

Providing a range of options from individualized learning opportunities to large group interactions, the framework includes a combination of research, publications, programs and events from various sources. It is built on the foundation of the Patient Experience Body of Knowledge, a community-developed set of 15 domains and associated skills identified as being critical for an effective patient experience professional.

The Body of Knowledge and framework for professional development exemplify the Institute’s vision to serve as a global community of practice and thought leader on improving patient experience.

“We are committed to building a strong and vibrant field of patient experience. At its core is the development of informed, active and engaged professionals,” said Jason A. Wolf, Ph.D., president, The Beryl Institute. “The professional development framework provides a foundation and a collaborative learning structure that encompasses a broad range of perspectives. Through the power of this shared learning and commitment to ongoing development, we will sustain the growth and expand the impact of the patient experience movement.”

To learn more about the framework for Patient Experience Professional Development, visit http://www.theberylinstitute.org/?page=LPD.

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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 Institute is committed to improving the patient experience by serving 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.