Patient Experience throughout Continuum of Care Explored by The Beryl Institute
White Paper Shares Healthcare Perspectives Across Physician Practice, Acute Care and Long-Term Care Settings

Dallas, TX (July 13, 2015) – Supporting its mission to improve patient experience through collaboration and shared knowledge, The Beryl Institute releases a new white paper exploring the focus on patient, resident and family experience in various healthcare settings. “A Dialogue on Improving Patient Experience throughout the Continuum of Care” provides insight from visionary leaders and reinforces that patient experience is a whole healthcare conversation, issue and opportunity.

The paper shares a community dialogue held at The Beryl Institute’s Patient Experience Conference 2015 where a panel of respected healthcare professionals engaged in discussion on practice across the continuum, including the voice of patients and families and sharing practices and new ideas to improve experience at all touch points. The panel represented perspectives from the physician practice, acute care and long-term care settings.

Leaders contributing to the discussion included:

- Dr. Larry Brown, Medical Director, Alegent Creighton Clinic
- Audrey Weiner, President and CEO, Jewish Home Lifecare
- Dan Wolterman, President and CEO, Memorial Hermann Health System

Core themes focused on culture, people and communication. Panelists reinforced the need for strong leadership and organizational catalysts, the recognition that engagement is important, stories are powerful tools and the voices of patients and families must be listened to and acted upon.

“The community dialogue exemplified the value and opportunity possible when we collectively generate new ideas to improve experience. We know that there are great opportunities across healthcare to impact those in our care and the potential for profound outcomes if we are willing to take these ideas and act.”

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

###

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.