Patient Experience Regional Roundtables Announced by The Beryl Institute
Healthcare Leaders to Convene in Ohio, Delaware and Colorado
to Share Ideas and Build Connections

Dallas, TX (June 17, 2016) – The Beryl Institute announces 2016 Patient Experience Regional Roundtables to be held in Cleveland, Ohio, Newark, Delaware and Denver, Colorado. Expanding the dialogue around patient experience performance, the one-day events draw on the knowledge of the healthcare community to share insight supporting patient experience efforts at their own organizations to improve the experience of patients, their families and caregivers. In addition to hands-on learning opportunities, each roundtable offers inspiring keynote presentations to spark discussion and dialogue.

The Cleveland roundtable will be held September 1 at The MetroHealth System and features Carol Santalucia, director of service excellence at Cleveland Clinic and Marcus Engel, author and founder of I’m Here Movement. As a recognized healthcare leader with a passion and commitment to enhancing the patient experience, Santalucia will share her knowledge and insight on personal accountability and how all roles play a part in achieving optimal experience. After being blinded and severely injured by a drunk driver, Engel will share his dramatic story and inspire healthcare professionals to reignite their passion for providing excellent patient care.

The Newark roundtable will be held October 13 at Christiana Care and features Wendy Leebov, partner at Language of Caring and D’Anna Holmes, program manager, patient engagement at Northwestern Memorial Hospital. As a lifelong advocate for creating healing environments for patients, families and the entire healthcare team, Leebov will describe essential communication competencies and the power in improving the patient experience, staff quality of life and outcomes. A mother and first hand patient experience expert, Holmes will share her perspective as a parent of a patient and help participants begin to understand what really matters to patients and their families.

The Denver roundtable will be held October 20 at Craig Hospital and features Tiffany Christensen, performance improvement specialist at NC Quality Center, Tanya Lord, director of patient and family engagement at the Foundation for Healthy Communities and Kristin Baird, CEO of Baird Group. As patient advocates with patient and family perspectives, Christensen and Lord will co-present innovative and effective ways to lead and encourage the partnerships within healthcare. Through years as an RN, hospital executive and as a recognized thought leader on the patient experience, Baird will discuss communication strategies and tactics patient experience professionals can use to develop a patient experience language and brand within the organization.

Each roundtable offers unique perspectives and lessons around improving patient experience for healthcare professionals at all levels. Participants will make connections with other patient experience leaders, be inspired to continue the journey to improve patient experience and take away new ideas to enhance their organization’s patient experience efforts.

“The roundtable events reinforce the important point that we are all in this together. We may not have all the answers to the patient experience challenges we face, but, through this collaboration, people have the opportunity to think creatively and collectively in building practical strategies and solutions,” said Deanna Frings, Director of Learning and Professional Development, The Beryl Institute.

www.theberylinstitute.org
To register and learn more about The Beryl Institute’s Patient Experience Regional Roundtables, visit: http://www.theberylinstitute.org/?page=RegRoundtables.

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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 the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.