Importance of Talent Selection on Patient Experience Explored by The Beryl Institute
New White Paper Shares Selection Methodologies to help Healthcare Organizations Identify and Select Talent to Drive Patient Experience Success

Dallas, Texas (September 25, 2014) – A new white paper released by The Beryl Institute explores the impact of talent selection methodologies on helping healthcare organizations deliver the best in overall patient experience. “The Power of Selection and the Use of Talent in Driving Exceptional Patient Experience” reports effective strategies for identifying key talents that directly impact the delivery of patient care and examines how healthcare facilities need to be intentional in their selection processes for one of the most crucial elements influencing experience excellence – their people.

The paper frames the concept of talent, suggests ways to identify talent and reinforces the impact of selecting talent to achieve the best outcomes, manage cost and ensure quality encounters and experience with every patient. In addition, the paper includes a case study from Northwestern Memorial Hospital on the impact of hiring on specific behaviors in a clinical environment.

“If we believe that delivering the best in experience is central to our mission in healthcare, we cannot leave the delivery mechanism – our people – to chance,” said Jason Wolf, president of The Beryl Institute. “Identifying your selection methodology and ensuring not just the right, but also the best people are on board is one of the most strategic decisions you can make in building a successful patient experience effort.”

The paper’s author, Kimberly Rath, Chairman and Founder, Talent Plus, Inc., is a recognized leader in the field of executive development and human resources and also serves on The Beryl Institute’s Resource Advisory Council.

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 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 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.