The Beryl Institute and Sodexo, Inc. Illustrate Benefits of a Patient-Centered Environment

The Beryl Institute, an organization dedicated to improving customer service in healthcare, has combined efforts with Sodexo, Inc., a leading supplier of Quality of Life Services including integrated food and facilities management in North America, to release its latest white paper, “Perspectives on a Patient-Centered Environment.” This piece explains that increasing employee engagement is the cornerstone for creating a patient-centered environment. Paul Spiegelman, Executive Director for The Beryl Institute, states, “When employees are engaged, they live the organization’s mission, vision and purpose. They strive for the organization to succeed, and therefore, are more willing to do whatever it takes to meet customer expectations.”

The white paper includes three case studies that illustrate the importance of an engaged patient team, which includes both support services members and the nursing staff. The case studies explore the connection between engaged employees and patient-centric care, the keys to creating an engaged workforce and drivers of employee satisfaction. Dudley Abbe, Sodexo Vice President of Patient Experience, explains, “When hospitals have the tools they need to better measure and understand the drivers of satisfaction in their workforce, the better they can apply that knowledge, resulting in a better patient experience overall.”

To download a copy of this paper, please visit www.theberylinstitute.net.

About The Beryl Institute:

Founded in 2006, The Beryl Institute is the research and educational arm of The Beryl Companies, the leading provider of outsourced call center services in healthcare. The organization’s mission is to improve customer service in healthcare. Its 1,700 members are able to contribute to and access best practices, data-based intelligence and benchmarks that can be used to enhance the patient experience. The Beryl Institute provides white papers, case studies, educational Webinars, development partnerships and hosts an annual conference. To follow the thought leader in healthcare customer service on Twitter, search for @berylinstitute or visit The Beryl Institute Website, www.theberylinstitute.net.

About Sodexo in North America:

Sodexo, Inc. (www.sodexoUSA.com), a leading Quality of Daily Life Solutions company in the U.S., Canada, and Mexico, delivers On Site Service Solutions in Corporate, Education, Health Care, Government, and Remote Site segments, as well as Motivation Solutions such as Esteem Pass. Sodexo, Inc., headquartered in Gaithersburg, MD, funds all administrative costs for the Sodexo Foundation (www.SodexoFoundation.org), an independent charitable organization that, since its founding in 1999, has made more than $12 million in grants to fight hunger in America. Visit the corporate blog at www.sodexoUSA.com/blog.

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