#PXTOGETHER

CASE STUDY INTERVIEWS
Value & Impact of Patient Experience

In the spirit of #PXtogether, The Beryl Institute continues to support the global patient experience movement by engaging with our Patient Experience Community. We are expanding our efforts to build a library of case studies on the value and impact of patient experience from settings across the continuum of care and from locations around the world. We are pleased to announce that our members can more easily participate in contributing to our case study library through a simplified and streamlined format.

We invite you to share your case study with us through a 30-minute Zoom interview where your responses will be recorded and transcribed. Based on your interview responses, The Beryl Institute will develop the case study, collaborating with you during the writing process. Once approved by you, a final version will be released in a downloadable format on The Beryl Institute’s site, so you can share a hard copy with your organization.

Case Studies offer an exclusive look into current healthcare efforts. They present opportunities to learn from each other and aim to spark creative ideas on how we can improve the patient experience together. During the case study interview, we look forward to learning about your successes and challenges on a specific and tangible practice, which we will capture through the following questions:

1. **What was the opportunity or challenge you were trying to address?**
   *(This is your problem statement: a description of the issue and the setting in which it was occurring.)*

2. **What practical and replicable action steps did you take to address the problem?**
   *(This is the process you used to solve the problem: the people, resources, tools and technology you engaged to plan and build a solution that other people and organizations can easily replicate.)*

3. **What were the results?**
   *(This is the evidence-based impact of your project: the measurable outcomes of the solution you implemented.)*

4. **What are the lessons learned?**
   *(These are the implications for future practice: your recommendations based on the outcomes of your case study or suggestions for further research.)*

Should you have any questions about participating in a case study interview, please contact Terri Ipsen, Manager, Content at terri.ipsen@theberylinstitute.org