An Overview of the PX Solutions Feedback Program

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Presenters

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Defining Patient Experience

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

- The Beryl Institute
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge.
Contributing to Innovation in the Field

Strategic Lens: Innovation

As a focus on experience expands, it requires new ways of thinking and doing and the technologies and tools to ensure efficiencies, expand capacities and extend boundaries of care.
Powered by BAHA Enterprises, the program enhances innovation and supports new opportunities in the field by connecting solutions providers with The Beryl Institute’s members who are a part of healthcare provider organizations for virtual feedback on programs and services impacting global patient experience efforts.

As a solutions provider engaged in the program, you will:

- **Connect with real patient experience professionals and decision makers** for virtual feedback on your product or service development efforts
- **Receive candid feedback** on your programs and services for widespread and global application for healthcare
- **Reinforce your commitment** to the overall patient experience movement
Two Types of Validation Platforms

End User Validation

Users of Patient Experience solutions provide feedback on the entire user experience of products specifically focusing on the user interface and the related workflow. Data can be used to:

- Improve user adoption and drive implementation
- Prevent product delays, drive value out of Quality Assurance and Quality Control
- Identify untapped opportunities for your solutions

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<thead>
<tr>
<th>Packages/Fees</th>
<th>Gold</th>
<th>Platinum</th>
<th>Diamond</th>
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<tbody>
<tr>
<td>Investment</td>
<td>$20,000</td>
<td>$25,000</td>
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<tr>
<td>Minimum Survey Sample</td>
<td>15</td>
<td>20</td>
<td>25</td>
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Market Validation

Buyers, Influencers, and Decision Makers from Provider Organizations provide feedback and insightful guidance on how to best position your solution to drive sales. Data can be used to:

- Refine or create go-to-market strategy and sales strategies
- Determine market size and outlook for your patient experience solution(s)
- Understand your market position, how do you stack up against your competition

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Validation Study

1. Identify Respondent Audience
2. Formulate Ideal UX
3. Recruit Respondent Audience
4. Showcase and Perform Validation
5. Analyze and Provide Insights
Sample Insights Report

Over 80 pages of:

• Respondent Profiles
• Patient Education Objectives for Providers and Patients
• Marketing and Sales Messaging
• Sample Content
• Competitive Landscape
• Pricing
• New and Future Product Offerings
• Overall Assessment
• Insights and Suggested Actions
Questions?

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Learn more at https://www.theberylinstitute.org/page/PXSolutions_Provider
Thank you for participating!

www.theberylinstitute.org