

“I AM THE PATIENT EXPERIENCE” (#IMPX)

As a member or guest of The Beryl Institute you made a clear commitment in saying, “**I am the Patient Experience**”. Being the patient experience is about ensuring positive interactions at every touch point across the continuum of care, building and sustaining strong and supportive organizational cultures and recognizing that one of the greatest impacts we can have is on the perceptions of our patients and their families. Being the patient experience is also about a willingness to commit to the broader discussion and a sharing of ideas that leads to powerful collaboration, learning and outcomes.



At the Institute, in recognition that you are the patient experience, we are committed to engaging you in an interactive dialogue. Creating connections that provide for the sharing of proven practices and powerful stories is central to our vision of being the global community of practice and premier thought leader on improving the patient experience in healthcare.

We are also committed to sharing the faces of the patient experience. We invite you to print this document, cut out the blank “I am the Patient Experience” card below, and snap a photo of yourself. When done, you can Tweet it to **#IMPX** and/or email it to **info@theberylinstitute.org** with the subject line “**#IMPX**” and share your commitment to be the patient experience.

