



Member Benefits Guide

THE BERYL
INSTITUTE

Improving the Patient Experience

WELCOME TO THE BERYL INSTITUTE

Thank you for joining the patient experience community of The Beryl Institute. As a valued member, you will connect with a passionate and engaged community that is focused on sharing perspectives, strategies, tools and tips on how to improve the patient experience across the continuum of care.

The Beryl Institute is committed to creating a dynamic space for members to convene, engage and contribute to elevating, expanding and enriching the global dialogue on improving the patient experience.

We are here to help you take advantage of the wealth of patient experience resources, learning and connections available to you as a member. Use this guide to put the benefits of membership to work for you. Take a moment to explore the Institute's website.

If you have any questions, please don't hesitate to contact me at michelle.garrison@theberylinstitute.org. We look forward to your being a part of The Beryl Institute's patient experience community.



Sincerely,

Michelle Garrison

Michelle Garrison, CPXP
Senior Director, Membership
The Beryl Institute

About Us

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

OUR MISSION

Our commitment is to create a dynamic space for members to convene, engage and contribute to elevating, expanding and enriching the global dialogue on improving the patient experience.

OUR CAUSE

Changing healthcare by advancing an unwavering commitment to the human experience.

We believe this is achieved by:

- Understanding experience is defined as the sum of all interactions shaped by an organization's culture, that influence patient perceptions across the continuum of care
- Acknowledging experience (1) encompasses the critical elements of healthcare from quality, safety and service, to cost and population health issues that drive decisions, impact access and ensure equity and (2) reaches beyond the clinical encounter to all interactions one has with the healthcare system
- Recognizing that human experience reinforces the fundamental principle of partnership and is therefore inclusive of the experiences of those receiving and delivering care as well as all who support them
- Reinforcing that focused action on experience drives positive clinical outcomes, strong financial results, clear consumer loyalty, solid community reputation and broad staff and patient/family engagement.

OUR COMMUNITY

As a community, we commit to:

- Elevating the importance of experience across all care settings
- Generating, collecting and sharing ideas and proven practices
- Engaging a broad range of voices and views
- Putting patients, families and care partners first
- Recognizing the value of the entire healthcare team
- Reinforcing experience encompasses quality, safety, service, cost, and outcomes

Members come from healthcare organizations around the world with roles in such areas as:

- Executive Leadership
- Physician/Nurse Leadership
- Patient Experience/Satisfaction
- Service Excellence
- Patient and Family Advocacy
- Marketing/Community Outreach
- Quality/Safety
- Operations
- HR/Organization Development
- Clinical Education/Staff Development
- Patient and Family Advisors



From innovative patient experience research to real-world looks at patient experience improvement efforts, the growing library of patient experience resources are here to assist your staff to advance improvements in the patient experience across the continuum of care.

STATE OF PX BENCHMARKING

The largest research of its kind, The Beryl Institute releases findings from the biennial benchmarking study of The State of Patient Experience, revealing the complex reality facing the patient experience movement.

WHITE PAPERS

Central to our shared commitment to improving the patient experience is this series of informative and thought-provoking publications that dig into the critical issues facing the healthcare industry today.

CASE STUDIES

Our ongoing case study series offers an exclusive look into current healthcare efforts, presented as both an opportunity to learn from others as well as a spark for further ideas on how we can work to improve the patient experience.

RESEARCH AND SCHOLAR GRANTS

The mission of the annual grant program supports patient experience research efforts and represents our ongoing commitment to expanding the conversation, learning and sharing around improving the patient experience in the healthcare industry.

ON THE ROAD WITH THE BERYL INSTITUTE

This series offers a virtual guest pass to many leading healthcare institutions, sharing patient experience journeys from hospitals around the globe.

SPEAKERS

Through interactive keynotes, in-person facilitated discussion or workshops, speakers from The Beryl Institute team provide unique expertise and insights on patient experience and offer direct leadership development and skills building specific to your organization or event.

PX MARKETPLACE

Patient Experience Marketplace serves as the go to resource for identifying patient experience products and services to support organizational improvement in addressing patient experience issues. Organizations are listed by category type to provide you quick access to product and service listings specific to your patient experience needs.

PX JOURNAL

The *Patient Experience Journal (PXJ)* is an international, multidisciplinary and multi-method journal focused on the research and proven practices around understanding and improving patient experience.



Learning opportunities shape the emerging field of patient experience and support the consistent and continuous development of patient experience professionals. These learning opportunities will support your staff through all the stages of their patient experience journeys.

PX BODY OF KNOWLEDGE COURSES/CERTIFICATE PROGRAMS

Patient Experience Body of Knowledge courses are a comprehensive learning framework, providing a clear path to delivering superior patient experience performance. Through the BOK Courses, The Beryl Institute offers certificate programs in patient experience leadership and patient advocacy.

REGIONAL PX POP-UPS

Designed to facilitate networking opportunities and build the local patient experience community, these lunch and learn events provide members and guests the opportunity to further network with colleagues in their region and engage in facilitated discussion to share ideas, hear successful strategies and learn from other challenges on patient experience improvement.

WEBINARS

Facilitated by patient experience leaders from around the world, webinars share proven practices and strategies to implement in your own organization. Webinars are available for anytime access and most webinars offer Patient Experience Continuing Education (PXE) credits.

PATIENT EXPERIENCE 101

This resource equips healthcare organizations with a foundational, easy-to-use educational resource to support and enhance your culture of patient experience excellence. PX 101 provides tools and activities to facilitate discussions with staff on what patient experience is, what it means to them and how they can positively impact experience excellence.

PATIENT EXPERIENCE CONFERENCE

Patient Experience Conference is the largest independent, non-provider or vendor hosted event bringing together the collective voices of healthcare professionals across the globe to convene, engage and expand the dialogue on improving patient experience.

CPXP PREP

The Beryl Institute offers Certified Patient Experience Professional Preparation Course Workshops throughout the year. Committed to patient experience improvement, The Beryl Institute and Patient Experience Institute (PXI) are sister organizations working together in providing a framework for supporting the development of the field of patient experience. Offered through PXI, Certified Patient Experience Professional certification is an international designation intended for healthcare professionals or other individuals with a commitment and interest in patient experience improvement.

TOPIC CALLS

During these interactive, multimedia events, a small group of participants engage in a dialogue on a specific topic, sharing ideas and practices that have been implemented to address the issue.

LEARNING BITES

The 3-5 minute learning segments are brief webcast videos highlighting key insights on a variety of patient experience topics to provide ideas, recommendations and opportunities in addressing and excelling in the patient experience.



Through the available peer-to-peer connections, your staff can engage and network with others, share ideas on how to improve the patient experience and gain perspectives from other likeminded individuals.

PX CONNECT

PX Connect is an online community designed to improve communication among peers, offer a forum for exchanging ideas and allow members to benefit from the experience, knowledge and wisdom of others. Exclusive to members of The Beryl Institute, PX Connect offers enhanced discussion capabilities, improved member directory search, granular privacy controls, centralized subscription management and resource sharing.

Members have the opportunity to post questions, share knowledge and have the option to get posts in real-time, daily digest or not at all. Engaging in PX Connect will also provide members the flexibility to collaborate on any device as the site's responsive design automatically formats for the device, whether it be a desktop, phone or tablet. All resources, discussions and documents are archived and easily searchable.

CAREER CENTER

The Career Center provides an opportunity for healthcare professionals to see the most recent job listings available for patient experience positions. This resource also provides members the ability to list open positions at a discounted rate and access the Job Description Library

MEMBER DIRECTORY

Network with other community members by searching for members and guests by name, title, organization or location. You can also network with members by specific profile fields, such as group type or location.

SPECIAL INTEREST COMMUNITIES

Special Interest Communities of The Beryl Institute serve as a virtual connection among healthcare leaders committed to improving the patient experience in an identified area of interest. Communities foster collaboration and learning for individuals at all stages of progress and all touch-points in the patient experience continuum. Each community is self-directed, guided by volunteer leadership or a steering team.

Patient Experience Defined:

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

- The Beryl Institute

T H E B E R Y L
I N S T I T U T E



www.theberylinstitute.org