Resources to Support Nurse Leaders
Committed to elevating the importance of experience across all care settings and recognizing the value of the entire healthcare team, this resource toolkit includes nurse leader-focused content to help you support the continued development of nurse leaders within your organization.

The following nurse leaders resources, learning and connections provides content for those that contribute to a positive healthcare experience for patients, families and the community and showcase the importance of advocating for patients to ensure an outstanding patient experience.

We encourage you to share this resource toolkit with your nurse leaders staff in efforts to support their patient experience improvement efforts.

To access the full list of nurse leader resources, you can filter by keyword search ‘nurse’ in the PX Site Search or click here.

We are ALL the Patient Experience!

The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. We define patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.
Supporting Your PX Journey

Across the Continuum of Care

As illustrated in our definition, The Beryl Institute believes patient experience is influenced throughout the continuum of care - from before a patient ever enters your organization until after their treatment, and every interaction between and beyond their care encounter. Our resources will benefit all facilities within your organization - acute care hospitals, ambulatory surgical centers, urgent care centers, imaging centers and more, in addition to the full breadth of departments and roles that make up each organization.

Key Patient Experience topics and themes addressed through the resources listed on the following pages include:

**BUILDING A CULTURE OF EXCELLENCE**
- Organizational Effectiveness
- Employee Engagement
- Physician Engagement
- People Development
- Hiring for Fit
- Reward and Recognition
- Coaching and Mentoring

**QUALITY & SAFETY PATIENT/FAMILY ENGAGEMENT**
- Patient & Family Advisory Councils
- Experience-Based Co-Design

**PATIENT ADVOCACY**
- Managing Complaints & Grievances
- Service Recovery

**CULTURAL COMPETENCE & DIVERSITY**
- Healthcare Literacy
- Translation Services
- LGBTQ Community

**SPIRITUAL CARE**

**PX STRATEGY/INNOVATION**
- Process Improvement Methodologies
- Journey Mapping

**COMMUNICATION**
- Compassion and Empathy
- Social Media
- Rounding

**HOSPITALITY & HEALING SERVICES**
- Concierge Services
- Healing Arts

**PHYSICAL ENVIRONMENT**
- Quiet at Night
- Environments of Care

**TRANSITIONS OF CARE**
- Clinical Partnerships
- Post-Discharge Planning/ Follow-up

**METRICS & MEASUREMENT**
- Satisfaction Surveys
- Real-time Feedback
- Data Analysis

**TECHNOLOGY SOLUTIONS**

**POLICY & REGULATORY ISSUES**
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 nurse leaders in the patient experience.

GRANT RESEARCH REPORTS
In partnership with Patient Experience Institute, the annual grant program supports valuable efforts underway to research the value of improving the patient experience throughout the care continuum.

PX JOURNAL
Patient Experience Journal (PXJ) is an international, multidisciplinary, and multi-method, open-access, peer-reviewed journal focused on the research and proven practices around understanding and improving patient experience. As part of the overall library of articles published by PXJ, featured articles and research focused on nurse leaders include:

- Improving the patient experience through nurse leader rounds
- Patient perceptions of an AIDET and hourly rounding program in a community hospital: Results of a qualitative study
- The relationships between HCAHPS communication and discharge satisfaction items and hospital readmissions
Learning opportunities shape the evolving field of patient experience and support the consistent and continuous development of patient experience professionals. These learning opportunities will support your nurse leaders through all the stages of their patient experience journeys.

**WEBINARS**
Facilitated by patient experience leaders from around the world, webinars share proven practices and strategies to implement in your own organization. As part of the overall library of on-demand webinars from the Institute, featured on-demand webinars focused on nurse leaders include:

- Improving the Patient Experience through Hospitalist and Nursing Engagement
- Light on/ Light off, Improving Response of Hospital Staff using A3 Thinking
- Quiet at Night HCAHPS Scores: Understanding What’s Really Hurting You

**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. As part of the overall library of topic call replays from the Institute, featured topic call replays focused on nurse leaders include:

- How are you leveraging discharge phone calls in your patient experience efforts?
- What are you doing to address the HCAHPS domain...Communication with Nurses?
- What are you doing to engage the nursing staff in your patient experience efforts?
- What are you doing to improve your discharge process and how do you involve patients and families in getting ready for discharge?
LEARNING BITES

The 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. As part of the overall library of learning bites from the Institute, featured learning bites focused on nurse leaders include:

Engaging Nurses as Leaders in Patient Experience
Erin Fairchild, Patient Experience Coordinator III
Mayo Clinic

Building Skills for Communicating with Compassion and Caring

Improving Communication with Nurses

Recording Discharge Instructions to Improve Patient Compliance and Satisfaction

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. As part of the overall library of case studies from the Institute, featured case studies focused on nurse leaders include:

Building Skills for Communicating with Compassion and Caring

Improving Communication with Nurses

Recording Discharge Instructions to Improve Patient Compliance and Satisfaction

The Nurse/Patient Partnership
Kristin Baird, President/CEO
Baird Group
Through the available peer-to-peer connections, your nurse leaders can engage and network with others, share ideas on how to improve the patient experience and gain perspectives from other like-minded individuals.

**PX CONNECT DISCUSSION GROUPS**

Exclusive to members, PX Connect is an online community that allows members to network, collaborate and offers a forum for exchanging ideas and resource sharing. Discussions include topics such as:

- Nurse and Provider Video Training
- Nurse Leader Rounding
- Discharge Phone Calls

**NURSE EXECUTIVE COUNCIL**

The purpose of the Nurse Executive Council is to strategically build a network of innovative executive nurse leaders who will work collaboratively with The Beryl Institute Executive Team to develop a strategy for nurse leader engagement in the broader patient experience movement as well as inform the efforts of the Institute.

From providing more extensive learning opportunities for emerging nurse leaders to working on grounded research to supporting the broader work of the patient experience community, the Nurse Executive Council is a powerful voice of how and why the experience conversation can and must be supported by and led from the highest leadership levels in healthcare today.