The Beryl Institute Welcomes Jason Wolf as New Executive Director

(DALLAS – April 12, 2010) — The Beryl Institute, an organization dedicated to improving customer service in healthcare, announced today that Jason A. Wolf, Ph.D., will become its new executive director.

Through its mission to improve customer service in healthcare, The Beryl Institute is committed to bettering the patient experience before, during and after care. As the research and educational arm of The Beryl Companies, the Institute reaches thousands of healthcare executives through educational programs, webinars, data-driven case studies and White Papers. Under Wolf’s leadership, the Institute is poised to become the destination for shared information and research, and an incubator of new ideas and practices that positively impact the patient experience.

Wolf comes to The Beryl Institute after six years with the Hospital Corporation of America (HCA) as the director of organization development for more than 45 healthcare facilities and 45,000 employees. At HCA, Wolf played a vital role in creating collaborative efforts across geographic and functional boundaries to address the challenges and opportunities of the HCAHPS initiative and the patient experience. Prior to joining HCA, he founded and ran his own consulting firm, 4results, which specialized in organizational transformation, service culture and executive team development. He also served as leader of organizational effectiveness at Owens Corning – INTEGREX, where he was responsible for developing the cultural architecture for this service organization.

“For the past three years, The Beryl Institute has been an important player and contributing thought leader on the subject of customer service and the patient experience in healthcare,” said Paul Spiegelman, CEO of The Beryl Companies. “In his role, Jason will provide direction and leadership to expand the Institute’s services and drive its vision to become a globally-recognized thought leader on the patient experience in healthcare.”

With more than 16 years of leadership and consulting experience, Wolf brings an entrepreneurial spirit to his work as a catalyst for positive change, organizational health and effectiveness, sustained performance and unparalleled service. He is a sought after speaker in both academic and professional settings, from the American College of Healthcare Executives to the Academy of Management. Wolf is a seasoned consultant on topics such as sustaining high performance, building cultures of service, organizational change and leadership. He is also an author of numerous publications, including the upcoming Handbook on Organization Development in Healthcare: A Guide for Leaders.

Wolf currently serves as a lecturer at American University’s School of Public Affairs and served as a lecturer at Vanderbilt University’s Peabody College. He was a member of the Board of Trustees of the Organization Development Network from 1999-2002 and is a new associate with the Taos Institute. He holds a Ph.D. in organization development from Benedictine University where his research explored the sustainability of high performance cultures in hospitals, a master’s degree in human resources development from Vanderbilt University and a bachelor’s degree in foreign service from Georgetown University.
About The Beryl Institute:

Founded in 2006, The Beryl Institute is the research and educational arm of The Beryl Companies, the leading provider of outsourced call center services in healthcare. The organization’s mission is to improve customer service in healthcare. Members are able to contribute to and access best practices and data-based intelligence and benchmarks that can be used to enhance the patient experience. The Beryl Institute provides white papers, case studies, educational Webinars, development partnerships and hosts an annual conference. To follow the thought leader in healthcare customer service on Twitter, search for @berylinstitute or visit The Beryl Institute Website, www.theberylinstitute.net.