Patient Experience Research Grants Awarded
The Beryl Institute Announces Ten Health Care Organization Recipients

Dallas, TX (October 19, 2010) -- As part of its commitment to supporting efforts to improve the patient experience in healthcare, The Beryl Institute has awarded $1,000 grants to ten health care organizations that are exploring effective methods for addressing patient experience issues.

The recipients of the 2010 Beryl Institute Patient Experience grants are:

- **Bridgeport Hospital**, Bridgeport, CT – Impact of Post Discharge Phone Calls to Readmissions of Patients with Congestive Heart Failure
- **Exempla St. Joseph Hospital**, Denver, CO – Effectiveness of the Patient Navigator Role with the Inpatient Cardiovascular Population
- **Massachusetts General Hospital**, Boston, MA – Strengthening Communication Between Patients, Families and Care Providers
- **Morristown Memorial Hospital**, Morristown, NJ – Standardizing the Approach to Communication and Patient Family Care in Adult ICU
- **Saint Joseph Orange Hospital**, Orange, CA – Spotlighting: An Innovative Approach to Bring “Sacred Encounters” Alive in the Patient Experience
- **Saint Thomas Hospital**, Nashville, TN – Strategies to Improve Nurse to Family Member Communication about Critically Ill Patients
- **Salem Hospital Foundation**, Salem, OR – Caring for Patients at End of Life - “One Size” Doesn’t Fit All
- **Tallahassee Memorial HealthCare Foundation**, Tallahassee, FL – Translation of Survey Forms to Measure Spanish-only Speaking Patient Experience and Satisfaction
- **The Heart Hospital Baylor Plano**, Plano, TX – The Effect of Nursing Intervention to Reduce Noise in Critical Care Patient Rooms to Improve Patient Satisfaction and Outcomes

Project summaries for each organization can be viewed on The Beryl Institute's Web site.

Founded in June 2010, The Beryl Institute Patient Experience Grant Program is intended to encourage and support research into the:

- value of focusing on the patient experience before, during and after care (e.g., ROI, satisfaction or quality outcomes)
- impact of customer service efforts on the health care experience
- influence of culture on the patient experience, service and outcomes
- integrated review of the critical interaction of these factors in supporting positive health care experiences

“Central to our mission is the generation of new ideas and a commitment to expanding the discussion on improving the patient experience,” said Jason Wolf, Ph.D., executive director of The Beryl Institute. “By recognizing these organizations and supporting their ongoing work in their individual areas of focus, we hope to cultivate ideas and strategies that can be shared across the industry.”
The grant award recipients will complete additional research in their areas of focus and develop White Papers that will be published through The Beryl Institute and presented at The Beryl Institute Patient Experience Conference.

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About The Beryl Institute:

The Beryl Institute serves as a professional home for stakeholders who recognize that the patient experience is an essential element in the execution and evaluation of health care performance. The Institute is committed to improving the patient experience, by serving as a reliable resource for shared information and proven practices, a dynamic incubator of leading research and new ideas and an interactive connector of effective leaders and dedicated practitioners. The Institute is uniquely positioned to develop and publicize cutting-edge concepts focused on improving the patient experience, touching thousands of healthcare executives and patients.

You can follow The Beryl Institute on LinkedIn, Facebook, and Twitter (@berylinstitute) or visit The Beryl Institute Website, www.theberylinstitute.org.