Hospitals Share Tactics for Addressing Top Patient Experience Priorities
New White Paper from The Beryl Institute Provides Practices from the Frontlines of Healthcare


The paper explores qualitative data obtained in the 2011 benchmarking study, *The State of Patient Experience in American Hospitals.* While the original research report provided an overview of the study findings, this paper takes a closer look at the specific actions discovered that help shape a systemic solution to improving overall patient experience. It includes verbatim responses on how survey participants are addressing top patient experience priorities including:

- Reducing Noise
- Discharge Process
- Rounding
- Responsiveness of Staff/Communication
- Pain Management

“These priorities provide a practical and influential place to start in addressing the patient experience,” said Jason Wolf, executive director of The Beryl Institute. “It is the balance of framing patient experience as a strategic priority with tactics such as these that helps shape a comprehensive solution to improving overall satisfaction for patients, families and caregivers.”

The research study included a survey of almost 800 hospital executives from across the United States, with a demographic profile closely matching the current U.S. hospital landscape (based on data from the American Hospital Association Fast Facts on U.S. Hospitals).

To download the white paper, visit [https://theberylinstitute.site-ym.com/?page=PUBS](https://theberylinstitute.site-ym.com/?page=PUBS).

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About The Beryl Institute:
The Beryl Institute is the global community of practice and premier thought leader on improving the patient experience. The Institute serves as a reliable resource for shared information and proven practices, a dynamic incubator of leading research and new ideas and an interactive connector of leaders and 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.

The Beryl Institute defines the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.
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