The Beryl Institute Seeks Public Comment on Patient Experience Body of Knowledge
Framework to Guide Future Healthcare Efforts to Improve the Patient Experience

Bedford, TX (March 5, 2012) – The Beryl Institute seeks comment on a body of knowledge that identifies the core accountabilities of being an effective patient experience leader. This work will help frame the field of patient experience, define its core ideas and provide a clear foundation of knowledge to support the consistent and continuous development of leaders in the field.

The body of knowledge, including fourteen domains and related objectives, was developed as a collaborative effort initiated by The Beryl Institute and supported by a steering team of ten healthcare leaders from across the United States. In addition, over 100 contributors representing four countries provided initial feedback and direction prior to the domains being released for public comment.

“We believe the creation of this body of knowledge is an essential step in developing industry-accepted standards,” said Jason Wolf, executive director of The Beryl Institute. “We also believe the information released today is simply the start of the discussion. We hope to continue engaging people in this global dialogue in order to create the most thorough and relevant resource possible to help healthcare organizations address the critical topic of improving the experience of patients, families and caregivers.”

The public comment period is open March 5 – April 16, 2012. Feedback is requested from healthcare practitioners, staff and leaders, along with patients, families and community members passionate about improving the healthcare experience. Comments can be made via electronic worksheet and/or through one of four scheduled virtual focus groups hosted by The Beryl Institute.

Results will be shared at The Beryl Institute Patient Experience Conference 2012.

To view the domains and comment, visit http://www.theberylinstitute.org/?page=PEKNOWLEDGE.

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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.