Patient Experience Regional Roundtables Announced by The Beryl Institute
Healthcare Leaders to Convene in Chicago and Orlando to Develop Action Plans and Build Connections

Dallas, TX (June 18, 2012) – The Beryl Institute announces 2012 Patient Experience Regional Roundtable events to be held in Chicago and Orlando. Intended to expand dialogue around the topic of patient experience, both events will draw on the knowledge of the healthcare community to develop action plans that attendees can immediately implement in their own organizations to improve the experience of patients, their families and caregivers.

In addition to hands-on learning opportunities, each roundtable will offer an inspiring presentation to spark discussion and dialogue. The Chicago roundtable will be held on September 20 at Northwestern Memorial Hospital and will feature nationally renowned speaker, strategist, and author Liz Jazwiec. Participants will gain valuable insight into the requisite steps for transforming healthcare into a patient centered industry as Liz tackles the important and personal issues of ensuring patients feel like they are cared for, eliminating the victim mentality, and changing behaviors to increase accountability.

The Orlando roundtable will be held on November 8 at Florida Hospital and will feature excerpts from the Disney Institute program Building a Culture of Healthcare Excellence. Participants will learn the five lessons in business carefully developed by the Disney organization in its never-ending pursuit of excellence. These common assets of a successful business are the links in the renowned "Disney's Chain of Excellence" and are immediately applicable to the healthcare industry in its delivery of patient-centered care.

Continuing and building upon the success of last year’s inaugural roundtable session in Los Angeles, each of these events offers unique perspectives and lessons around improving patient experience for healthcare professionals at all levels.

To register and learn more about both upcoming roundtables, please visit: http://www.theberylinstitute.org/?page=RegRoundtables.

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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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