Dallas, Texas (August 1, 2013) – The Beryl Institute released the full research report from its 2013 benchmarking study, The State of Patient Experience in American Hospitals, revealing the complex reality facing the patient experience movement. The bi-annual survey was conducted by the Institute and Catalyst Healthcare Research and included 1,072 respondents from 672 unique organizations.

In a follow up from the 2011 landmark study, the Institute delved into the conversation on the patient experience, examining the progress on hospital efforts. The investigation reinforced initial findings, revealed positive trends and provided insights into new and continued opportunities for healthcare organizations.

“The bottom-line is clear, patient experience remains a top priority among American hospitals and continues to be a key issue for hospital leaders,” said Jason Wolf, President, The Beryl Institute. “This reinforces the point that the patient and their experience – the quality of their outcomes, the safety of their environment, the service they are provided – must be and should remain central to our healthcare conversation.”

The study answers many questions faced by organizations and patient experience practitioners across the industry including:

• How do healthcare leaders feel about the state of patient experience improvement within their organization?
• What are some tactical approaches being taken by healthcare organizations to improve the patient experience?
• What are the most-common drivers of success and roadblocks faced by professionals responsible for improving patient experience?
• What role are incentives playing in moving toward improved patient experience?

To access the complimentary research report, visit http://www.theberylinstitute.org/?page=PXBenchmarking2013

The benchmarking study also captured data on international patient experience and patient experience in physician practices. Those reports will publish in Fall 2013.

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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.