Improving the Patient Experience
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Consumer Views on Patient Experience Explored by The Beryl Institute
Research shows experience as key driver in healthcare decision making

Dallas, Texas (April 16, 2018) – New research conducted by The Beryl Institute determines experience drives the decisions consumers make in healthcare. The study explored consumers’ viewpoint on healthcare and how patient experience fits into their broader set of expectations around health and healthcare delivery.

With findings initially announced and live streamed at Patient Experience Conference 2018, this first of its kind global research engaged 2,000 respondents from five countries sharing insights from the consumer perspective on the patient experience – its importance, critical factors and value.

According to the research:

• Consumers affirm human interactions most important to them in assessing patient experience, followed by processes and then place
• Of greatest importance to consumers is how they are connected with as human beings with a focus on listening, communicating clearly and being treated with dignity and respect
• Consumers confirm they see experience as the integration of all they encounter in healthcare from quality and safety to service, cost and more
• Recommendations and referrals far outweigh everything else in making health decisions and choices.
• Patient experience is significant to the healthcare decisions of consumers

“What this study has revealed through the voices of consumers is experience drives healthcare decision-making. People share their experiences widely that shape the recommendations they provide others. It is those recommendations consumers reported are the primary drivers of the healthcare choices they will make,” said Jason Wolf, PhD, CPXP, President of The Beryl Institute. “This underlines what we believe is the primary strategic consideration for healthcare in a new consumer-minded world. That experience cannot be left to chance if organizations are committed to achieving the outcomes they aspire to in healthcare today and into the future.”

In acknowledging their commitment to the patient experience movement, the consumer study is made possible with the support of Studer Group, a Huron Solution.

The Institute will release a full report of the findings in early summer, highlighting the key results from this research. A complimentary webinar of the initial research is available on Thursday, April 26 from 2-3 pm ET. To learn more about the consumer study and webinar, visit: http://www.theberylinstitute.org/PXConsumerStudy.
About The Beryl Institute:
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. We define patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.

About Studer Group:
Studer Group works with healthcare organizations in the United States, Canada, Australia, and beyond, to help them achieve and sustain exceptional improvement in clinical outcomes and financial results. A Huron solution, Studer Group partners with organizations to build a sustainable culture that promotes accountability, fosters innovation, and consistently delivers a great patient experience and the best quality outcomes over time.