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Patient Experience Grant and Scholar Program Recipients Announced by The Beryl Institute

Thirteen Healthcare Research Studies Focused on Patient Experience Improvement to be Funded

Dallas, Texas (October 25, 2018) – As part of its ongoing commitment to expanding the global conversation on patient experience and the human experience in healthcare and the need for rigorous research to understand and address its impact, The Beryl Institute awards grants to ten healthcare organizations and three doctoral students. In partnership with [Patient Experience Institute](#), these programs encourage and support research and inquiry on the value of focusing on the patient experience at all touchpoints across the continuum of care and the impact a commitment to experience has on all healthcare outcomes.

Now in its ninth year, the [Patient Experience Grant Program](#) supports healthcare organizations as they test ideas and efforts impacting the experiences of patients and families. The 2018 Patient Experience Grant Program study titles and recipients are:

- *Predicting healthcare consumer behavior: A cognitive-emotional-behavioral model* – Banner Health, Phoenix, AZ
- *Impact of health information technologies (HIT) on patient-provider relationships* - Cornell University, Ithaca, NY
- *Leveraging technology to provide meaningful input into systems, processes, and the patient experience* – Planned Parenthood of the Pacific Southwest, San Diego, CA
- *Does standardized Patient Experience training impact perceptions and clinical practice by medical and surgical residents?* – WellStar Atlanta Medical Center, Atlanta, GA
- *Comparing quality outcomes of patients who utilize the Patient Handbook and those who do not* - UF Health, Neuromedicine Interdisciplinary Clinical and Academic Program, Gainesville, FL
- *Can you provide an improved patient experience and increase medical knowledge by creating a more interactive exam room?* - Penn State Health, Penn State College of Medicine, Camp Hill, PA
- *Diabetes burnout: Lived experiences of individuals with type 1 diabetes* - University of Tennessee, College of Nursing, Knoxville, TN
- *What is the effectiveness of a practice-based research & innovation fellowship program in embedding the importance of patient and family engagement within quality improvement among health professionals?* - Sunnybrook Health Sciences Centre, Toronto, Ontario, Canada
- *What is the relationship between bariatric patients' reported perception of food insecurity, poor dietary quality & variety, and weight loss outcomes at 6 and 12 months post-surgery?* - Penn State Health, Middletown, PA

- *As a medical transport company, how can we collaborate with our partner hospitals to reach our common goals of improving patient care?* - Royal Ambulance, San Leandro, CA

The [Patient Experience Scholar Program](#) supports individual doctoral students exploring patient experience related topics from disciplines across the healthcare educational spectrum. The 2018 scholars and their research topics are:

- Galina Gheihman, MD Candidate, Harvard Medical School/Masachusetts General Hospital, *Optimizing patient experience, engagement, and satisfaction in a comprehensive clinical care model after stroke*
- Emily Stefano, PhD Candidate in Clinical Psychology, University of Hawaii at Manoa, *Examination of the multifaceted construct of body image dissatisfaction among pre- and post—operative bariatric surgery patients*
- Michael Molta, DM Candidate in Strategic Leadership, Thomas Jefferson University, *Using exit polling at discharge to prove the HCAHPS survey is an inaccurate instrument for measuring patient experience or overall hospital rating*

All recipients will complete research in their areas of focus and develop research reports to be published through The Beryl Institute. Recipients will also be asked to present their findings at an upcoming [Patient Experience Conference](#).

To view all Patient Experience Grant Program recipients, visit:
<http://www.theberylinstitute.org/?page=GrantRecipients>.

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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.*