Improving the Patient Experience
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Patient Experience Grant and Scholar Program Recipients Announced by The Beryl Institute
Sixteen Healthcare Research Studies Focused on Patient Experience Improvement to be Funded

Nashville, TN (October 29, 2019) – 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 will award grants to fifteen healthcare organizations and one doctoral student.

In partnership with Patient Experience Institute, these programs broaden the dialogue on the value and impact of focusing on the patient experience, increase the volume of data-driven and evidence-based processing and practices in support of improving the human experience in healthcare. Additionally, these programs support insights around the 8 strategic lenses of the experience framework that can guide and inform healthcare strategy and actions.

The 2019 Patient Experience Grant Program study titles and recipients are:

- Can the Canadian Patient Safety Framework be utilized as a formal approach to addressing quality of care concerns that are received through the Patient Relations office? - London Health Sciences Centre, London, ON, Canada
- How can we create a more personalized patient experience for non-English speaking patients? - OSU Wexner Medical Center, Columbus, OH
- How does the involvement of a patient partner as a co-learner within the didactic learning of the Practice-Based Research and Innovation Fellowship program impact the development of Fellows’ quality improvement projects and impact the experience of learners? - Sunnybrook Health Sciences Centre, Toronto, ON, Canada
- Can training of guest service staff through simulation exercises improve staff comfort and effectiveness in dealing with challenging patient interactions? - The Urgency Room, Woodbury, MN
- What is the patient experience of transgender patients receiving transgender care services in a family planning clinic in the U.S. South? - Planned Parenthood, Overland Park, KS
- Can the integration of a design-thinking framework refresh utilization of Communication Whiteboards to strengthen interprofessional partnerships, improve patient and family experiences, and increase team member engagement? - Vidant Health, Greenville, NC
- Can patient and MD/RN communication be improved by providing On Demand education on high reliability error prevention tools to patients? - Sutter Health, Sacramento, CA
• Communication: What and how is information shared with patients/clients from staff and between staff/clinicians as it relates to care and care decisions? - Alberta Health, Edmonton, Alberta, Canada

• How well are we preparing patients, families, caregivers and staff for the dying process? - Augusta Health, Augusta, GA

• How can small rural hospitals support family caregivers to allow them to be true partners in care? - Monadnock Community Hospital, Peterborough, NH

• Does a family immersion experience provide an educational benefit to pediatric residents by increasing skills and knowledge in the four constructs of empathy? - Children’s Mercy Kansas City, Kansas City, MO

• Improving the patient experience of veterans with spinal cord injury through the “My Life, My Story” project. - VA Boston Healthcare System, Boston, MA

• A look at provider performance scores from the intersection of patient and provider demographics. - Children’s Hospital of Philadelphia, Philadelphia, PA

• Evaluation of bedside communication and its impact on the patient’s daily goals, patient satisfaction, trainee satisfaction, and patient activation. - Duke University Medical Center, Durham, NC

• Patients and Families: How can we build capacity among staff to seek experience feedback, use the data to inform improvement opportunities, and collaborate to arrive at solutions? - Hamilton Health, St. Peter’s Hospital, Hamilton, ON, Canada

Now in its tenth year, the Patient Experience Scholar Program also supports individual doctoral students exploring patient experience related topics from disciplines across the healthcare educational spectrum. Under the Scholar Program, the 2019 grant recipient and research topic is:

• Gail Sims, DNP Candidate, Grand Canyon University - Can training in HeartMath™ to patients and families of stroke survivors decrease caregiver anxiety and stress and improve mindfulness in preparation to care for their loved ones after discharge?

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.
About The Beryl Institute:

The Beryl Institute is a global community that builds the capacity of organizations to elevate the human experience in healthcare and develops individuals who impact experience excellence. We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve.

We define the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.