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

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

Nashville, TN (September 25, 2020) – As part of its ongoing commitment to expanding the global conversation on the human experience in healthcare and the need for rigorous research to understand and address its impact, The Beryl Institute will award grants to ten healthcare organizations and two doctoral students.

These programs broaden the dialogue on the value and impact of focusing on the patient experience and increase the volume of data-driven and evidence-based 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 2020 Patient Experience Grant Program study titles and recipients are:

- **Improving Family Engagement in Team Rounds through Admission Orientation and Expectation-Setting** - Duke School of Medicine, Durham, NC
- **Improving Patient Satisfaction Scores by providing Patient Support Individuals during Preoperative Anesthesia Discussions** – University of Utah School of Medicine, Dept. of Anesthesiology, Salt Lake City, UT
- **Improving Patient Satisfaction by Changing the Environment in the ED Lobby and Patient Rooms** - Sutter Amador Hospital, Jackson, CA
- **Improving Transitions in Care Processes between Acute and Community Settings in a time of COVID-19** - Alberta Health Services, Edmonton, Alberta, Canada
- **Improving the Human Experience in a Pediatric Emergency Department through Art** - NYC Health + Hospitals/Harlem, New York, NY
- **Building Organizational Bench Strength to Consistently Provide an Excellent Patient Experience** - Sutter Health, W. Sacramento, CA
- **Reducing Perceived Stress Levels of Family Caregivers of Pediatric Patients through Relaxation** - Cohen Children’s Medical Center, A Division of Northwell Health, New Hyde Park, NY
- **Preparedness for Transition to Adult-Centered Care in Pediatric Patients with Sickle Cell Disease** - Children’s Hospital & Medical Center and the University of Nebraska, Omaha, NE
- **Impact of the Patient Advocate on Patients and Healthcare Organizations** - Kaiser Permanente, Clackamas, OR
- **Patient-Defined Value of Recovery following Cardiac Surgery** - University of Tennessee, College of Nursing, Knoxville, TN
Now in its eleventh 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 2020 grant recipients and research topics are:

- Haripriya Sathyanarayanan, PhD Candidate, Architect (EDAC, LEED AP), University of California, Berkeley - *Spatial Perception of the Pediatric Built Environment and Patient-Centric Design: Can Collaborative Design of Inpatient Spaces Enhance the Patient Experience?*
- Natalie Jones, MSN ED., CCRN, Thomas Edison State University - Will implementing an improved communication protocol improve nursing stress levels and improve patient safety outcomes related to pressure injuries?

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 recipients, visit:

[https://www.theberylinstitute.org/GrantRecipients](https://www.theberylinstitute.org/GrantRecipients)

To view all Scholar Program recipients, visit:

[https://www.theberylinstitute.org/page/PXSCHOLARS](https://www.theberylinstitute.org/page/PXSCHOLARS)

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About The Beryl Institute:

The Beryl Institute is the global community of practice committed to elevating the human experience in healthcare. We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve. 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.*