Dallas, TX (April 12, 2018) – A new white paper by The Beryl Institute explores the state of interpersonal communication practices in relationship to the patient experience outcomes in U.S. healthcare organizations. Published in collaboration with the Academy of Communication in Healthcare, Interconnected: An Exploration of Improvement Efforts Connecting Patient Experience and Communication, shares findings from data collected through an online survey with 112 respondents and qualitative insights from selected phone interviews.

This paper focuses on understanding the present state of communication effectiveness within the patient experience context for doctors, nurses and teams, evaluates the success of efforts to address communication and elaborates on key points addressed in this study, including:

- Perceived barriers to effective communication for clinicians
- Impact of culture and diversity on organizational communication outcomes
- Identified communication solutions

With special guest commentary from Calvin Chou, Professor of Clinical Medicine at University of California San Francisco and Staff Physician at VA Medical Center, San Francisco, the paper also provides considerations for action as healthcare organizations seek to drive positive patient, family, staff and caregiver experience through communication improvements.

“Effective use of fundamental communication skills directly addresses important patient experience metrics, such as listening, treating with courtesy and respect, and explaining things in a way that patients can understand,” said Chou. “Evidence demonstrates that training in these skills not only helps patient experience scores but also increases clinician empathy and decreases clinician burnout. It is a win for patients, a win for clinicians and staff, and a win for institutions.”

To download the white paper, visit http://www.theberylinstitute.org/?page=WhitePapers.

###

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 the Academy of Communication in Healthcare:
Academy of Communication in Healthcare (ACH) is the professional home for all those who are committed to improving communication and relationships in healthcare.