Patient Experience Conference 2020 Keynote Speakers Announced by The Beryl Institute
Annual Event Shares Voices of Healthcare Leaders, Staff, Physicians, Patients and Families on Improving Patient Experience

Nashville, TN (September 26, 2019) – The Beryl Institute announces five keynote speakers as part of Patient Experience Conference 2020, to be held April 20-22 at Hilton Orlando Bonnet Creek in Orlando, Fla. Patient Experience Conference is the largest independent, non-provider or vendor hosted event bringing together the collective voices of healthcare leaders, staff, physicians, patients and families across the globe to convene, engage and expand the dialogue on improving patient experience.

Keynote speakers bring various patient experience perspectives and include:

- **Shola Richards**, Author and advocate, will share techniques that can positively change how we work, live, lead - and most importantly, how we serve our patients.
- **Cathleen A. Wheatley, DNP, RN, CENP**, President, Wake Forest Baptist Medical Center, will discuss how she prioritizes the human experience in healthcare.
- **Shimi Kang, MD**, Harvard-trained Physician, author and global social entrepreneur, will share practical tools to optimize resilience, connection and creativity in order to help optimize human intelligence.
- **Rolf Benirschke**, Patient, author and retired NFL Player, will depict fighting a life-threatening battle with ulcerative colitis, which eventually lead him to pivot his purpose to patient advocacy.
- **Nora McInerny**, Grief expert and widow, will highlight challenging human experiences including death, illness, mental health and trauma in a way that helps break down barriers and connect people going through isolating and tragic life experiences.

“The keynote line-up for Patient Experience Conference 2020 encompasses the richness of the patient experience conversation and the diversity of The Beryl Institute’s growing community,” said Natalie McKay, Director, Events of The Beryl Institute. “With a variety of perspectives from patients and family members to healthcare leaders and executives, the speakers will push us to think in new ways about having joy in work and the focus of accountability and resiliency within our healthcare teams. To provide experience excellence and care for the patients and families we serve, it’s important to remind ourselves that we, too, need care.”

To learn more about Patient Experience Conference 2020:

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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 the patient & family experience and integrates the experiences of healthcare staff 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.