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Patient Experience Conference 2019 Keynote Speakers Announced by The Beryl Institute

Annual Healthcare Event Shares Voices of Healthcare Leaders, Staff, Physicians,
Patients and Families on Improving Patient Experience

Dallas, TX (October 18, 2018) – The Beryl Institute announces three keynote speakers and a patient and family panel as part of [Patient Experience Conference 2019](#), to be held April 3-5 at Hyatt Regency in Dallas, Texas. 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:

- **Alex Sheen**, Founder of because I said I would
- **Rana Awdish, MD, FCCP**, Author & Medical Director of Care Experience at Henry Ford Health System
- **David Zaas, MD, MBA**, President of Duke Raleigh Hospital

Through Sheen's commitment to the betterment of humanity, he will tell stories of the promises he has made to inspire millions around the world. In her personal patient experience of suffering a sudden critical illness, Awdish will discuss how she has devoted much of her career to improving empathy through connection and communication. Zaas will share his story about being diagnosed with leukemia and how important his family was to him during his treatment.

In addition to keynote speakers, the patient and family plenary panel will focus on the topic of Opioids, Pain and the Patient Experience. Panelists will bring a personal, human voice to the current opioid crisis, help reinforce the concept that every patient has a story and explore the complexities and potential found in managing pain for patients.

The conference program includes global insights, patient and family voice and healthcare executive representation with a broad range of topics, care settings and development levels. In addition, the Institute announces over [50 inspiring breakout sessions and 20 poster presentations](#) to be included in the Patient Experience Conference 2019 Program. Proposals were submitted and evaluated by The Beryl Institute's patient experience Executive Board, Advisory Board, Global Patient and Family Advisory Council and conference planning committee. Sessions follow eight primary learning themes aligned with the [Institute's Experience Framework's strategic lenses](#):

- Culture & Leadership
- Environment & Hospitality
- Infrastructure & Governance
- Innovation & Technology

T H E B E R Y L I N S T I T U T E

- Policy & Measurement
- Patient, Family & Community Engagement
- Quality & Clinical Excellence
- Staff & Provider Engagement

View the conference program and register at:

http://www.theberylinstitute.org/?page=CONF2019_OVERVIEW.

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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](#) the patient experience as *the sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care.*