Improving the Patient Experience

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Patient Experience Journal Releases Special Issue on The Role of Technology and Innovation in Patient Experience

Published in association with The Beryl Institute, this issue includes 15 articles highlighting evidence-based efforts and experiences

Nashville, TN (July 25, 2019) – The Beryl Institute announces the publication of Volume 6, Issue 2 of Patient Experience Journal (PXJ), an international, open access, peer-reviewed journal focused on research and proven practices around understanding and improving patient experience. PXJ has over 462,500 article downloads in over 210 countries and territories and represents a global dialogue. This special issue provides a broad view of evidence-based efforts and experiences in creating or implementing technology and innovations focused on positively impacting the patient and family experience.

Published in association with The Beryl Institute, Volume 6, Issue 2 includes 15 articles from 64 contributing authors representing commentaries, personal narratives, research studies and case studies and covers a selection of topics such as:

- Reframing innovation and technology for healthcare: A commitment to the human experience
- Transformations in health information technology and the impact on patient experience
- A patient portal push toward acceptance and utilization of the technology
- Assessing capacity to engage in healthcare to improve the patient experience through health information technology
- Socio-demographic predictors associated with capacity to engage in health care
- Beneath the surface of talking about physicians: A statistical model of language for patient experience comments
- A next-day, brief e-survey overcomes the excessive variability seen in CAHPS-style emergency department surveys so that individual physician performance can be assessed on a regular basis
- Engagement of patients with scleroderma to revise an internet self-management program
- “Anyone can co-design?”: A case study synthesis of six experience-based co-design (EBCD) projects for healthcare systems improvement in New South Wales, Australia

Submissions also represent a broad range of global organizations and institutions including The Ohio State University, Northwell Health, University of New Hampshire, Lewis University, University of Pittsburgh, University of Leeds and Bradford Institute for Health Research, Bradford Institute for Health Research, Community Engagement Advisory Network, University of Michigan, Ann Arbor, MI, University of New Mexico, Agency for Clinical Innovation, New South Wales, Australia and more.

“We must never take our eyes off how innovation and technology can help us spur healthcare forward and ultimately make it better,” said Jason Wolf, Founding Editor of PXJ and President & CEO of The Beryl Institute. “This special issue of PXJ brings together a broad collection of global voices and a range of ideas that show how innovation and technology both can and do positively impact the human experience in healthcare today.”

To access Volume 6, Issue 2 of PXJ, visit: http://pxjournal.org/journal/
PXJ publishes twice annually in April and November. Submissions are accepted on an ongoing basis and should follow the requested submission types and adhere to author guidelines. Papers should address the full range of topics critical to the evaluation and impact of patient experience practices, efforts and influences.

Volume 6, Issue 2 also announced a call for submissions for PXJ’s 2020 Special Issue on Patient & Family Experience in Behavioral Health. The deadline for submissions for that issue is April 1, 2020. Learn more: https://pxjournal.org/journal/vol6/iss2/16

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About Patient Experience Journal:
Patient Experience Journal is an international, multidisciplinary, and multi-method, open-access, peer-reviewed journal focused on the research and proven practices around understanding and improving patient experience. PXJ is designed to share ideas and research, and reinforce key concepts that impact the delivery of service, safety and quality and their influence on the experience of patients and families across healthcare settings.

About The Beryl Institute:
The Beryl Institute is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. The Institute defines the patient experience as the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.