Reflections from Patient Experience Professionals Impacted by Personal Healthcare Experiences

New White Paper from The Beryl Institute Shares Personal Stories Reinforcing Critical Opportunities to Improve Patient and Family Experiences

Dallas, TX (August 4, 2016) – A new white paper by The Beryl Institute shares personal healthcare stories of eight patient experience professionals and explores how their situations impacted them both personally and professionally. “Reflections from Patient Experience Professionals Impacted by Personal Healthcare Experiences” prompts a renewed focus on improving the patient experience and frames a plan for action in healthcare organizations globally.

“Storytelling is a powerful way to emotionally connect to the work we do and hearing these experiences directly from the people going through these situations is invaluable,” said Deanna Frings, Vice President, Learning and Professional Development, The Beryl Institute. “It reaffirms what we’ve seen through engaging patient and family voices in other publications and our overall efforts: it changes the conversation for the better.”

Contributors include:

- Katherine (Kate) Kalthoff, CPXP, Patient Experience Officer, Northwest Community Healthcare
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- Wendy K. Nickel, MPH, Director, American College of Physician’s, Center Patient Partnership in Healthcare
- Cindy O’Hara, RN, MSN, Patient Experience Manager, Inova Loudoun Hospital
- Naomi Peek, Engagement Specialist, Person-Centered Care, Clinical Programs & Quality Initiatives, Cancer Care Ontario
- Heather Rommes, Manager of the Patient Experience, Forbes Hospital
- Mariane Stefano, FACHE, Senior Vice President and Chief Experience Officer, Nemours Children’s Health System

The paper opens with a special introduction from Wendy Leebov, Partner at Language of Caring. A lifelong activist for creating healing environments for patients, families and the entire healthcare team, Leebov is a breast-cancer survivor and has been a watchful and engaged family member through the prolonged, life-threatening illnesses of her sister, mother and friends.

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