
The communication skills of hospital staff are often what have the largest influence on patient experience, and events before and after hospitalization also exert a surprisingly large impact. These are over-arching conclusions highlighted by the National Patient Experience Study (NPES), a national survey conducted by J.D. Power that examined the experiences of 3,500 recently discharged inpatients. Through outlining details of the study, this paper offers insights to help healthcare organizations apply excellent communication skills and focus on the power of positive interactions.

Authored by Richard Millard, Ph.D., senior director and practice leader for healthcare at J.D. Power, the paper also describes the central attributes of emotional intelligence and outlines interpersonal behaviors staff can adopt to improve patient experience including:

- The Importance of Showing Genuine Concern
- Correctly Reading What Patients Think or Feel
- Conveying Thanks
- Responding to Personal Needs
- Responding with Information

“This paper leads us to consider key takeaways that return us to the fundamentals of healthcare and any care experience,” said Jason Wolf, executive director of The Beryl Institute. “They help us to recall the power of what I believe is at the core of our greatest challenges and frustrations as well as successes and joys in healthcare — we are ultimately humans caring for humans — with all the intricacies, diversity and needs that come with that.”

To download the white paper, visit [http://www.theberylinstitute.org/?page=PUBS](http://www.theberylinstitute.org/?page=PUBS).

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**About The Beryl Institute:**

The Beryl Institute is the global community of practice and premier thought leader on improving the patient experience. The Institute serves as a reliable resource for shared information and proven practices, a dynamic incubator of leading research and new ideas and an interactive connector of leaders and practitioners. The Institute is uniquely positioned to develop and publicize cutting-edge concepts focused on improving the patient experience, touching thousands of healthcare executives and patients.

The Beryl 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.**