The Beryl Institute Releases Findings from 2013 Patient Experience Benchmarking Study
Patient Experience and Satisfaction Identified as Top Priority for Hospital Leaders

Dallas, Texas (May 2, 2013) - The Beryl Institute releases findings from its 2013 patient experience benchmarking study, revealing positive trends and continued focus by hospital leaders to define and support patient experience efforts. The bi-annual survey was the largest of its kind conducted to date, including 1,072 respondents from 672 unique organizations.

Comparing the findings to the initial study conducted in 2011, patient experience remains the top priority among American hospitals and hospital systems, and most organizations feel positive about their progress. Mandates for action have slipped while formal support structures and formal definitions (targets) are on the rise.

“The 2013 findings support the point that patient experience is not the latest fad, or a simple initiative to be checked off,” said Jason Wolf, President, The Beryl Institute. “Rather it is a true movement and a strategic imperative for healthcare organizations. Patient experience improvement is not only a cause worth striving for, but also one that will require unwavering focus and ongoing commitment.”

Support from senior leadership continues to be the biggest driving force in supporting patient experience efforts, and distracted leadership is now listed as the biggest roadblock. However, hospital professionals continue to be cautiously and realistically optimistic about the progress being made to improve the Patient Experience, and tactical change is underway and focused on these key issues:

- Better communication
- Reduced noise levels
- Improving the discharge process

The study was conducted by The Beryl Institute and Catalyst Healthcare Research, and consisted of 44 online questions administered online from February 8-March 6. Respondents were primarily executive leaders working in hospitals (47%) or healthcare systems (53%). All 50 U.S States and the District of Columbia were represented.

A full research report of the study will publish in June 2013. To view presentation of initial findings, visit http://www.theberylinstitute.org/?page=PXBENCHMARKING.

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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.