Patient Experience Grant and Scholar Program Recipients Announced by The Beryl Institute
Fourteen Healthcare Research Studies Focused on Patient Experience Improvement to be Funded

Dallas, Texas (October 16, 2014) – As part of its ongoing commitment to support the growing importance of the patient experience and the need for rigorous research to understand and address its impact, The Beryl Institute awards grants to ten healthcare organizations and four doctoral students.

Now in its fifth year, the Patient Experience Grant Program supports healthcare organizations as they test ideas and efforts impacting the experiences of patients and families. The 2014 Patient Experience Grant Program study titles and recipients are:

- **The Influence of Patient Engagement Factors on Access, Health Communication and Quality of Care** – Borough of Manhattan Community College, City University of New York, New York, NY
- **Video Orientation to Enhance the Patient Experience** – Butler Hospital, Providence, RI
- **Post Hospice Committed Care Program** – Carilion Clinic, Rocky Mount, VA
- **Wait Times, Patient Perceptions and Their Impact on the Patient Experience in Radiology** – Emory University/Emory Healthcare, Atlanta, GA
- **Using Scripted Communications During Periods of Transformational Change to Increase Patient Satisfaction** – Lehigh Valley, Allentown, PA
- **Group Interaction for Pain Diversion in the Renal Patient** – McLeod Regional Medical Center, Florence, SC
- **The Impact of Healthcare Partner Seating on Patient's Perception of Care** – Medical University of South Carolina, Charleston, SC
- **Hospital Transport Services: Implications for Patient Satisfaction** – MIT Sloan School of Management, New Haven, CT
- **Pilot of a Hospital-based Tool for Parents of Children with Autism Spectrum Disorder** – The Hospital for Sick Children, Toronto, ON, Canada
- **Patients' Perceptions on Bedside Rounds** – Yale-New Haven Hospital-St. Raphael Campus, New Haven, CT

The Patient Experience Scholar Program supports individual doctoral students exploring patient experience related topics from disciplines across the healthcare educational spectrum. The 2014 scholars and their research topics are:

- Kimberley Barker, PhD Candidate, Benedictine University and Manager, Operations and Support Services, University of Michigan Health System, *How Patient- and Family-Centered Care is Impacting Health Care at a Major U.S. Health System*
Meredith L. Clements, PhD Candidate, University of South Florida, *Expanding Conceptions of Patient-Centered Dialogue*

Hemant K Kassean, PhD Candidate, University of Mauritius, *An Investigation into Patients' Perceptions of Service Quality of the Public Healthcare Sector of Mauritius*

Tami Lewis, PhD Candidate, The Chicago School of Professional Psychology and Director, Service Excellence, Robinson Memorial Hospital, *The Relationship between Leaders Who Contribute and Influence the Sustainability of High Patient Satisfaction Scores*

All recipients will complete research in their areas of focus and develop research reports to be published through The Beryl Institute. Recipients will also be asked to present their findings at an upcoming Patient Experience Conference.

To learn more about the grant and scholar programs and 2014 studies, visit: [http://www.theberylinstitute.org/?page=GrantProgram](http://www.theberylinstitute.org/?page=GrantProgram).

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About The Beryl Institute:

The Beryl Institute is the global community of practice and premier thought leader on improving patient experience in healthcare. The Beryl Institute serves as an independent, non vendor or provider-related community dedicated to bringing together the many voices, views and perspectives on improving the patient experience.

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.*