In the Name of the Patient Book Released by The Beryl Institute
Updated Resource Serves as Guide for Healthcare Patient Advocates

Dallas, Texas (April 4, 2014) – The Beryl Institute announces the release of the fifth edition of In the Name of the Patient, a comprehensive resource for healthcare Patient Advocates addressing the needs of patients and families. The book reinforces that patient advocacy is a foundational component in the history and actions of the patient experience movement.

Authored by current and past Patient Advocates, the book addresses consumer advocacy, patient representation and special challenges such as complaint management, quality improvement, ethical issues, legal, risk management and compliance with regulatory standards. The 2014 edition also includes templates, case studies and a glossary of patient advocacy-related terms.

“Past mentors of Patient Advocates gave of their minds, hands, hearts, eyes, energy and time to write the original manual so that others following in their footsteps can understand and apply the best practices in the field,” said Linda Reiser, chair of the publications committee of the Patient Advocacy Community of The Beryl Institute and Director, Patient Advocacy, Tallahassee Memorial HealthCare. “We have taken the basics and updated them to reflect our changing healthcare environment.”

Previous editions of In the Name of the Patient were published by the Society for Healthcare Consumer Advocacy (SHCA). With the recent transition of SHCA to The Beryl Institute, the new edition is the first release from Patient Experience Press, an affiliate of The Beryl Institute focused on publications specifically related to patient experience improvement.

To learn more or order In the Name of the Patient, visit https://theberylinstitute.site-ym.com/store/ViewProduct.aspx?id=2729568. ###

About The Beryl Institute:
The Beryl Institute is the global community of practice and premier thought leader on improving patient experience in healthcare. The Institute is committed to improving the patient experience by serving 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.

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