Dallas, Texas (June 2, 2014) – As the dialogue on patient experience improvement continues to expand, The Beryl Institute releases a new white paper, *The Association between Patient Experience and Hospital Financial Performance in a Pay for Performance Environment*. The paper explores the link between patient experience and organization performance through a study conducted by Anthony Stanowski, one of The Beryl Institute’s Patient Experience Scholars.

Grounded in a comprehensive review of Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) and Value Based Purchasing (VBP) related data, the study explores the following concepts:

- Effect of Pay for Performance (P4P) programs on patient satisfaction and hospital costs
- Impact of clinical quality on total patient experience
- Measures of patient satisfaction and hospital financial performance

“While policy drives attention to the issue of patient experience in various ways around the globe, the idea of incentives, primarily through pay for performance, continues to expand,” said Jason Wolf, president of The Beryl Institute. “The study provides an insightful analysis, grounded in academic rigor, and adapted for practice, which reviews implications of new policy and offers recommendations for action. Those interested in the data and theory will find great references and context to support their experience efforts.”

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

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About The Beryl Institute:

[The Beryl Institute](http://www.theberylinstitute.org) 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.*