Patient Experience Conference 2014 Program Announced by The Beryl Institute

Annual Event brings together Healthcare Leaders and Staff Committed to Improving Patient Experience

Dallas, TX (October 9, 2013) – The Beryl Institute announces three keynote speakers, 38 breakout sessions and three pre-conference workshops included in Patient Experience Conference 2014, to be held April 7-9 at Swissotel in Chicago, Illinois. This highly interactive conference is the premier annual event for professionals passionate about improving the patient experience in healthcare.

Keynote speakers and their session topics include:
• Bertice Berry, *Chronicling the Journey to Wellness in the Eyes of the Family*
• Joseph A. Michelli, *Patient Experience Excellence: The Balancing Act of Why and How*
• Brian Boyle, *Through the Eyes of the Patient: The Brian Boyle Story*

The 38 breakout sessions were selected from a call for submissions held in summer 2013. A record number of proposals was submitted and evaluated by The Beryl Institute’s patient experience advisory board and volunteer conference planning committee. Sessions follow six primary learning themes:
• Patient Experience Practices
• Culture and Leadership
• Patient and Family Engagement
• Employee Engagement
• Physician Engagement
• Care Resources

In addition to the regular conference program, participants have the opportunity to attend one of three concurrent pre-conference workshops to be held before the general conference sessions. Workshop speakers and their session topics include:

• Mary Koloroutis and Michael Trout, *See Me as a Person: Creating an Authentic, Intimate Relationship with Patients and Their Families*
• Dr. Bryan K. Williams, *Work Like You Own It! Six Habits of Service Superstars*
• Wendy Leebov, Jill Golde and Dorothy Sisneros, *Leading Your Patient Experience Strategy to the Next Level*


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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 effective leaders and dedicated 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 patient.

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