The Beryl Institute Announces Full Program for Patient Experience Conference 2014
Annual Event to Provide Learning and Networking for Healthcare Leaders Committed to Improving Patient Experience

Dallas, TX (January 27, 2014) – The Beryl Institute announces the full program for Patient Experience Conference 2014. This highly interactive conference, to be held April 7-9 at Swissotel in Chicago, Illinois, will include four keynote speakers, 42 breakout sessions and three pre-conference workshops. The annual conference is the premier event for professionals passionate about improving the patient experience in healthcare, and will help industry leaders identify strategies and solutions to impact their patient experience efforts.

Keynote speakers and their session topics include:
• Dr. Bertice Berry, Chronicling the Journey to Wellness in the Eyes of the Family
• Rhonda Anderson, Engaging Patients in Care is about More than being Nice
• Dr. 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 2014 program extends to 42 focused breakout sessions over the three-day event, giving attendees the ability to customize their learning experience. Ranging from creating communication teams and service recovery excellence to staff satisfaction and patient and family diversity, sessions accommodate to every stage of development for patient experience professionals.

The variety of sessions encourages learning from successes of other organizations, making new connections and the sharing of ideas among participants. The 2014 conference also introduces a patient advocacy track, sponsored by the American Hospital Association.

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

View the conference program and register at: http://www.theberylinstitute.org/?page=CONF2014_OVERVIEW

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About The Beryl Institute:
The Beryl Institute serves as the professional home for stakeholders who recognize that the patient experience is an essential element in the execution and evaluation of healthcare professionals. 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.