The Beryl Institute Patient Experience Conference 2015 Expands Focus to Include Long-Term Care

Sessions focused on Improving Patient/Resident Experience in Long-Term Care Facilities added to Annual Healthcare Event

Dallas, TX (November 13, 2014) – Reinforcing the importance of addressing patient experience across the continuum of care, The Beryl Institute expands the dialogue on experience excellence by including long-term care-focused breakout sessions at Patient Experience Conference 2015, to be held April 8-10 in Dallas, Texas. Patient Experience Conference is the largest independent, non-provider or vendor related event bringing together the collective voices of healthcare leaders, staff, physicians, patients and families across the globe to convene, engage and expand the dialogue on improving patient experience.

“We continue to evolve our work to expand the experience conversation to all points of the continuum of care and to acknowledge the opportunities at the moments of care transition,” said Jason Wolf, president, The Beryl Institute. The addition of a long-term care focus at Patient Experience Conference supports the growing recognition that experience stretches beyond the four walls of any clinical encounter or the physical structures of the acute care setting.”

Long-term care-focused breakout session titles and presenters include:

- **Person-Centered Care is Blind to the Setting: Shaping the Culture of Aging Care**, Anthony Cirillo, President, Fast Forward Consulting
- **How the Spaces We Shape, Shape Us: The Impact of the Built Environment on Care**, Andrew Alden, Senior Living Market Leader, and Jeff Anderzhon, Senior Planner/Design Architect, Eppstein Uhen Architects
- **The Greatest Generations Meet the YouTube Generation – Multimedia and Adaptive Technologies Impact on Intergenerational Experience**, Jack York, Owner, It's Never 2 Late
- **The One Experience Model: Every Person, Every Encounter, Every Time**, Kellie Gonyar, Manager of Administrative Services, Jenny Gruber, Patient Experience Coordinator and Cheryl Snellgrove, Person-Centered Care Mentor, Carolinas HealthCare System

As part of the expanded program, a pre-conference gathering will be held. Hosted by Steve Shields, CEO, Action Pact, and Maggie Calkins, president, I.D.E.A.S., Inc., the session will provide the opportunity for shared learning and purposeful engagement and connection among those driving person-centered efforts in long-term Care. In addition, Audrey Weiner, CEO and president, Jewish Home Lifecare, will participate in a community dialogue keynote panel addressing experience across the continuum of care.

Special support for 2015 conference planning was provided to The Beryl Institute by the Hulda B. and Maurice L. Rothschild Foundation and The Paul Nebenzahl Company.

The conference program also includes previously announced keynote speakers, breakout sessions and pre-conference workshops. View the full conference program and register at: [http://www.theberylinstitute.org/?page=CONF2015_OVERVIEW](http://www.theberylinstitute.org/?page=CONF2015_OVERVIEW).
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.