The Beryl Institute Launches Initial Courses in Patient Experience Body of Knowledge

Community-developed framework captures skills central to the role of the healthcare patient experience leader

Dallas, Texas (April 29, 2014) – The Beryl Institute announces the release of the first five courses in the Patient Experience Body of Knowledge, a community-developed framework of 15 domains and associated skills reflecting the core accountabilities associated with being an effective patient experience leader.

The Patient Experience Body of Knowledge and courses exemplify the Institute’s position as an active community of practice on patient experience improvement. This work frames the field of patient experience, defines its core ideas and provides a clear foundation of knowledge that supports the consistent and continuous development of current and future leaders in the field.

Courses are now available for the following domains:

- Communication
- Employee Engagement
- History of the PX Movement
- Patient and Family Centeredness
- Service Recovery

The three-part course for each domain includes an on-demand learning session providing comprehensive content overview, a facilitated virtual classroom offering the opportunity to discuss practical application with peers and access to an online community for ongoing support. Additional courses will be released soon with the full set of 15 domains to be available by the end of 2014.

“The power of this process has been, and will continue to be, including the voices of hundreds of individuals from around the world in a collective discussion on what it means to truly be a leader in patient experience efforts,” said Deanna Frings, Director, Learning and Professional Development, The Beryl Institute. “The Body of Knowledge courses are designed to help healthcare leaders and professionals acquire skills that will prepare them to address challenges in the field and, to ultimately, improve the patient experience.”

To learn more or register for courses, visit: http://www.theberylinstitute.org/?page=BOK

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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.*