

Media Contact

Tara Gallant

1-866-488-2379

tara.gallant@theberylinstitute.org

Research by The Beryl Institute Reveals Influence Factors on Patient Experience

Global research confirms significance of the human experience in healthcare and the patient experience

Dallas, Texas (December 3, 2018) – Further expanding the global patient experience landscape, The Beryl Institute releases, *To Care is Human: The Factors Influencing Human Experience in Healthcare Today* focusing on the greater issues pushing at the traditional ways of healthcare. This study captures the insights of over 1,400 participants across the globe, and almost 300 high performing healthcare units, presenting a deeper look at key influences affecting patient experience.

To Care is Human: The Factors Influencing Human Experience in Healthcare Today dives into the exploration of the opportunity to move healthcare away from simply a focus on error reduction to a focus on care expansion. The study utilizes the eight strategic lenses from The Beryl Institute’s [Experience Framework](#) to offer structure and the opportunity for prioritization and focus in healthcare. The critical factors revealed in the research data, point patient experience in healthcare back to humanity, reinforcing the relational nature where healthcare is grounded in human beings caring for human beings.

“In looking at the data, what the study into the influence factors of experience shows is that people in healthcare see themselves and acknowledge those they serve as humans, as people, first. In the end, it is the things that speak to people as human beings that have the greatest impact in healthcare – communicate clearly, treat others with respect and elevate the capacity to work together. In addressing these items, the opportunity to realize lasting outcomes across healthcare will ultimately be elevated.” said Jason Wolf, Ph.D., CPXP, President of The Beryl Institute.

In acknowledging their commitment to the patient experience landscape, this study was made possible with the support of [Siemens Healthineers](#).

To access the complimentary research report, visit: <https://www.theberylinstitute.org/page/ToCareIsHuman>

In conjunction with this study, The Beryl Institute will release a series of [case studies](#) from high performing organizations participating in the research.

###

About The Beryl Institute:

[The Beryl Institute](#) is the global community of practice dedicated to improving the patient experience through collaboration and shared knowledge. We [define](#) patient experience as *the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions across the continuum of care.*

About Siemens Healthineers:

Siemens Healthineers enables healthcare providers worldwide to increase value by empowering them on their journey towards expanding precision medicine, transforming care delivery, improving patient experience and digitalizing healthcare. A leader in medical technology, Siemens Healthineers is constantly innovating its portfolio of products and services in its core areas of diagnostic and therapeutic imaging and in laboratory diagnostics and molecular medicine. Siemens Healthineers is also actively developing its digital health services and enterprise services. In fiscal 2018, which ended on September 30, 2018, Siemens Healthineers generated revenue of €13.4 billion and adjusted profit of €2.3 billion and has about 50,000 employees worldwide.

Further information is available at www.siemens-healthineers.com.