The Beryl Institute Announces Reformatting of Patient Experience Conference 2020

Organization transitions in-person gathering to virtual learning opportunity in active response to coronavirus outbreak

Nashville, TN (March 13, 2020) – The Beryl Institute announces its annual Patient Experience Conference 2020 will not be held as an in-person gathering as planned in Orlando, Fla. this year due to concerns about the rapid spread of coronavirus globally. Instead, reinforcing the value and need for connection, learning and expanding the conversation on human experience, especially in today’s healthcare climate, the event will be reformatted as a multi-week virtual learning experience.

Patient Experience Conference, originally planned for April 20-22, 2020, is the largest independent, non-provider or vendor hosted event bringing together the collective voices of healthcare professionals across the globe to convene, engage and expand the dialogue on improving patient experience.

“With the current state of events, the commitment of our organization to elevate the human experience in healthcare, the realities of our community members who need now more than ever to be where care is needed, and for the safety and well-being of our global community overall, it is not the right time for us to hold Patient Experience Conference in person this year,” said Jason Wolf, PhD, CPXP, President & CEO of The Beryl Institute. “While we cannot come together in April, we stand together to tackle this health crisis in a way that ensures the best outcomes, the greatest of dignity and respect, and the human experience it deserves.”

The Institute will invite the patient experience community to connect in a new way through Virtual Patient Experience Conference 2020 (Virtual PX2020). The virtual event will commence during Patient Experience Week, April 27-May 1, 2020 and will offer over 40 sessions from global presenters and engage and involve supporters and exhibitors. The multi-week offering provides an opportunity for participants to access exclusive live and/or recorded presentations from work or home as well as connect with other participants for networking and sharing through a dedicated online community.

For more information regarding the transition to Virtual PX2020 and how The Beryl Institute is addressing logistics for those previously registered for the in-person Orlando event, please visit: https://www.theberylinstitute.org/page/PX2020_Update

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About The Beryl Institute:

The Beryl Institute is the global community of practice committed to elevating the human experience* in healthcare. We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve.

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.