Dallas, TX (December 13, 2013) – Reinforcing its commitment to be a central hub for critical dialogue on patient experience improvement, The Beryl Institute releases its latest white paper, “Voices of Measurement in Improving Patient Experience.” The paper shares perspectives of seven healthcare survey organizations, often viewed as competitors in the market, but in this instance brought together by the Institute to support a better understanding of measurement practices for the broader healthcare community.

Contributing organizations include Avatar International, Catalyst Healthcare Research, Gallup, HealthStream, National Research Corporation, Press Ganey, and Professional Research Consultants. Through a series of interviews with these leading organizations, the paper examines the purposes for and implications of effective measurement – from methods to key considerations for effective collection, analysis and action.

“The lessons in this paper are central to our mission at The Beryl Institute. The collaboration reinforces the Institute’s vendor-neutral position and active willingness to engage all perspectives and ideas as the global community of practice on patient experience improvement,” said Jason Wolf, President, The Beryl Institute. “Our intention remains to provide a solid reflection on practice, gather and hear from leading voices, establish a foundation for new insights and raise critical questions as healthcare organizations continue on their patient experience journeys.”

Conversations followed a set of core questions, producing a broad selection of statements, quotes and stories and leading to a central set of common themes and lessons from contributors. The questions included:

- Why is measurement important in addressing patient experience?
- What do you see as key measurement practice and what are the best methods for gathering and using data?
- Where should we be focusing to drive effective measurement in patient experience?
- What are the best and most effective modes of data collection?
- How should organizations be using measurement to support their experience efforts and drive their overall strategy?
- What is the best means to analyze and understand measurement data?
- What do you see as the impact of HCAHPS/CAHPS surveys and how has this common requirement influenced measurement strategy?
- What is the impact and potential outcome of effective measurement practice?

With the emergence of CAHPS surveys in the U.S. and standardized surveys globally, the exploration of measurement and its impact on improvement is a relevant and timely discussion in the continued growth and sustainability of the patient experience movement.

The paper is a companion to earlier publications in the Voices series including Voices of the C-Suite, Voices of Practice, Voices of the Future, Voices of Patients and Families and Voices of Physician Practices and Medical Groups. A theme across all the Voices papers is the acknowledgement that a crucial element of any healthcare worker’s role is the ability to listen, to hear and to act on the voices of all involved in the patient experience.

To download the White Paper, visit http://www.theberylinstitute.org/?page=PUBLICATIONS.

www.theberylinstitute.org
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.