Influence of Hospital Privacy on the Patient Experience Addressed by The Beryl Institute
New White Paper Shares Patient Perspectives and How Perceptions of Privacy Impact Overall Experience

Dallas, TX (September 19, 2012) – A new white paper released by The Beryl Institute shares results of a significant study exploring the implications of patient perceptions of privacy and the impact this has on overall patient experience.

The paper, The Role and Perception of Privacy and its Influence on the Patient Experience, is authored by Susan Mazer, PhD, MA-HOS, MA, President and CEO, Healing Healthcare Systems, Inc., whose research revealed thirteen categories of meaning from direct interviews with patients:

- Privacy is autonomy, ownership
- Privacy is owning one’s domain
- Privacy is control over my own body
- Privacy is a physical place and space
- Privacy is dangerous
- Privacy is personal
- Privacy is lonely
- Privacy is not being subjected to anyone else’s sounds/words/discussions
- Privacy is being alone/left alone
- Privacy is hiding secrets, being ashamed of something
- Privacy is not telling or having to tell anyone anything
- Privacy is being in control of one’s life
- Privacy is not always important/does not always matter

“The interviews conducted in this study revealed that the value of privacy (or lack thereof) is at parity with the corresponding values, perceptions, understanding and expectations of the patient,” said Mazer. “Defining and controlling boundaries of privacy is not only healthy, but is critical to a return to empowered health and opens the pathway to positive experiences for patients in all care settings.”

Through evaluation of the perceptions which emerged from the interviews, Mazer provides implications for practice, along with risks, consequences and recommendations for healthcare organizations to consider when addressing patient privacy and its impact on overall experience.

To download the white paper, visit http://www.theberylinstitute.org/?page=PUBS.

The Beryl Institute will host a webinar with author/researcher Susan Mazer to further explore the topic of patient privacy and the findings of the research. Learn more at http://www.theberylinstitute.org/?page=Webinars.

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About The Beryl Institute:
The Beryl Institute is the global community of practice and premier thought leader on improving the patient experience. The Institute serves 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.

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