We believe human experience is grounded in experiences of patients & families, those who work in healthcare and the communities they serve.

The global community of practice committed to elevating the human experience in healthcare.
• All participants are muted.
• The presentation will run approximately 20 minutes with time at the end for Q&A.
• Please submit questions to the host in the chat pod.
• Receive follow up email tomorrow afternoon with webinar materials and session recording.
Paths to Experience Excellence

Building Organizational Capacity
A structured path for organizations to assess, develop and sustain experience strategy.

- Make Experience a Sustained Practice
  - Experience Integration Lab
- Assess Strengths and Opportunities
  - Experience Framework & Assessment
- Establish Foundational Principles
  - PX 101
    - Guiding Principles & Assessment

Developing Individuals
A focused path for individual development to expand strategic leadership ability.

- Lead for Experience Excellence
  - Experience Leaders Circle (XLC)
- Acquire and Apply Learning
  - Emerging Leaders
    - CPXP Preparation
- Build a Foundation of Knowledge
  - Body of Knowledge

Engage in the Institute Community
Membership
What is PX 101?

- **Type of Resource**: Onboarding, or ongoing education; customizable
- **Purpose**: Provide a convenient, easy-to-use resource to enable healthcare organizations to support and extend patient experience excellence in their organizations
- **Audience**: Employees at all levels and in all roles, clinical & non-clinical
- **Solution**: Toolkit of electronically accessible resources
Goals

- Build awareness
- Increase motivation
- Develop knowledge and skills
- Practice skills in a safe environment
- Prepare for usage on-the-job
- Reinforce key concepts and skills
Seven Session Topics

• What is Patient Experience?
• The Ripple Effect of Patient Experience
• What Matters Most to Patients
• The Place for Empathy in Patient Experience
• Measurement and Patient Experience
• Service Recovery
• Staying True to Our Purpose

https://www.berylinstitute.org/page/PX101_Sessions
Components

- Resource Overview Guide
- Classroom Session PowerPoints with facilitator notes
- Participant Hand-outs
- Whiteboard Videos
- Guide for Leaders
- PX Connect Community
Resource Overview Guide

- Overview of the purpose and goals
- Clear description of each component
- Description of the individual sessions
- Guidance for implementation
- Options for delivery
- Recommendations for involving leaders
- List of additional resources
Session PowerPoints & Handouts

• Professionally designed PowerPoint
  – Facilitator notes/script
  – Includes interactive exercises
  – Sessions include scenarios/some with video
  – 20-30 minutes in length
  – Customizable and interactive

• Participant Handout
  – For increased participation
  – Directly related to classroom exercises
Whiteboard Videos

- One for each session; 3-5 minutes
- Format includes narration with visuals
- Purpose is to reinforce key points in session and keep knowledge and skills top-of-mind
- Can be viewed by teams with leader-led discussion
- Can be viewed independently by individuals
Guide for Leaders

• Summarizes the content for the seven classroom sessions.
• 1-3 reinforcement activities to follow each classroom session.
• Designed for leaders to conduct them in huddles or team meetings with limited time available
• Keep patient experience excellence top-of-mind.
• Share ideas, ask questions and learn ways to fully leverage this education resource
• Offer guidance for new users
• Provide valuable, real-time feedback
### Pricing

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*Pricing as of 1/20/21. Subject to change.*
View an overview of resources

Resource Overview
Session materials and program guide for Leaders, such as customizable presentations to fit various learning needs and timeframes.

Whiteboard Videos
Seven downloadable whiteboard videos (view sample), each 3-5 minutes in length, that can be downloaded and shared throughout your organization, in training sessions and in other presentations.

Classroom Sessions
Highly interactive sessions in a 15 to 30-minute classroom-style format that include PowerPoint, facilitator notes, participant hand-outs and real-life scenarios using pictures, dialogue or video.

Guide for Leaders
Suggestions for your leadership team to build on the concepts and principles shared in each session for ongoing learning and sustainability.
Questions?
pxlearning@theberylinstitute.org
THANK YOU!
https://www.theberylinstitute.org/page/PX101