Sample Justification Letter

Patient Experience (PX) 101

Dear **<Supervisor Name>**,

In support of our commitment to improving the patient experience at <**Insert name of your organization**>, I would like to request approval for Patient Experience (PX) 101, designed to enhance our organization’s foundation in patient experience excellence. PX 101 equips healthcare organizations with a foundational, easy-to-use educational resource. It provides tools and activities to facilitate discussions with staff on what patient experience is, what it means to them and how they can positively impact experience excellence.

I am seeking your approval for the resource fee of **<Insert cost>.** PX 101 is customizable and ideal for use in orientation programs, as part of our annual education requirements and/or department specific education. It provides foundational key learning across seven session topics (3.5 hours total) and includes electronically accessible resources.

PX 101 distills the vast resources and knowledge available via The Beryl Institute into practical, transferable learning to support our larger patient experience training strategy. The Beryl Institute is the global community of practice committed to elevating the human experience in healthcare.The foundational information that PX101 provides can be applied immediately on the front lines of care to positively impact experience outcomes.

PX 101 will enable our organization to:

* Build awareness of the reasons for caring about patient experience and of the value of delivering patient experience excellence
* Increase motivation through personal and professional experiences
* Develop knowledge of the aspects of the experience that patients and families value most
* Practice skills in a safe environment
* Prepare for usage on-the-job

Thank you for your consideration in supporting this investment.

Sincerely,

**<Insert Your Name, Title>**