Crushing Complexity: The Evolving Business of Healthcare

September 19, 2023

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Housekeeping

- All participants are muted.

- **Audio Settings:** ability to select your speakers and adjust your volume.

- **Chat**: for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose 'Everyone' in the dropdown in the chat box.

- **Q&A:** for submitting questions to review at the end of the webinar

- **Captions**: Click the caption icon to turn captions on/off
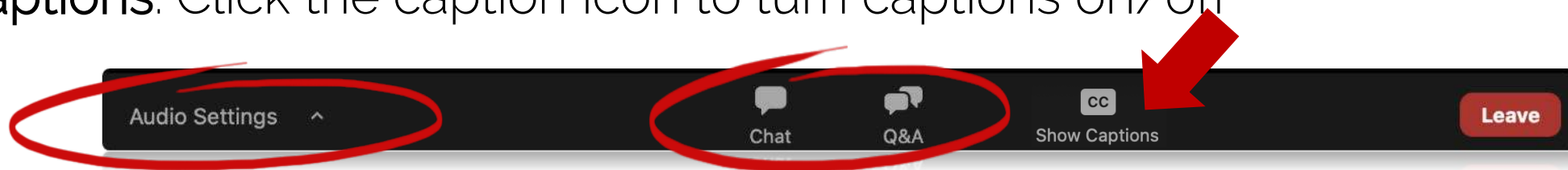
- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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PX Continuing Education Credits

- This program is approved for 1 PXE.

- In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and complete the evaluation within 30 days.

- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.

- No off-label use of products will be addressed during this educational activity.

- No products are available during this educational activity, which would indicate endorsement.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As recorded webinar, it offers PXE for two (2) years from the live broadcast date.

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This PX Marketplace Webinar
is brought to you by:

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Our Speakers

Leslie Pagel
Chief Evangelist Officer
Authenticx

Sally Perkins, PhD
Senior Insights Storyteller
Authenticx

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Crushing Complexity

The Evolving Business of Healthcare

September 2023

Leslie Pagel
Chief Evangelist

Sally Perkins
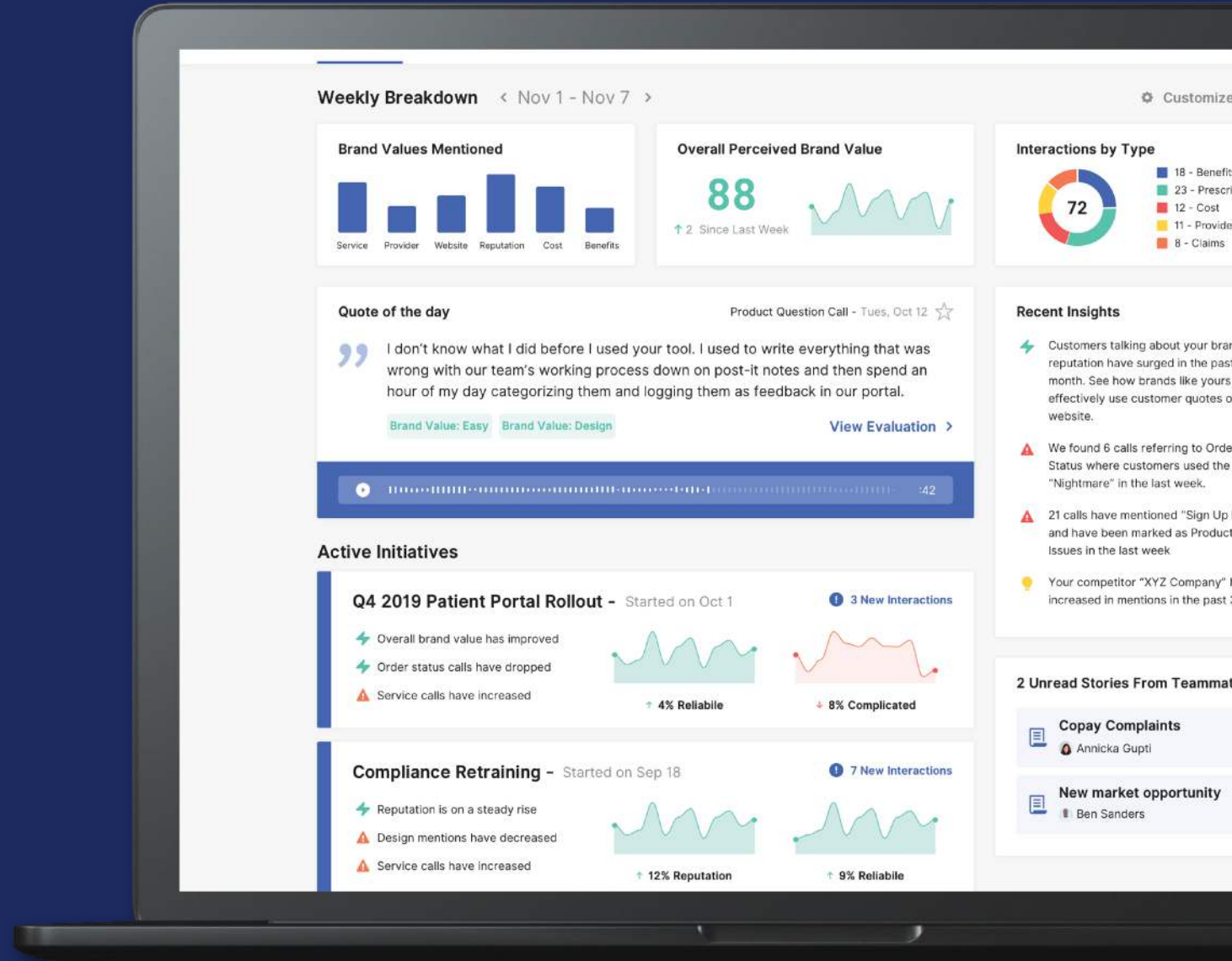Data Backed Storyteller

Authenticx

About Authenticx

A conversational AI company founded to help humans understand humans.
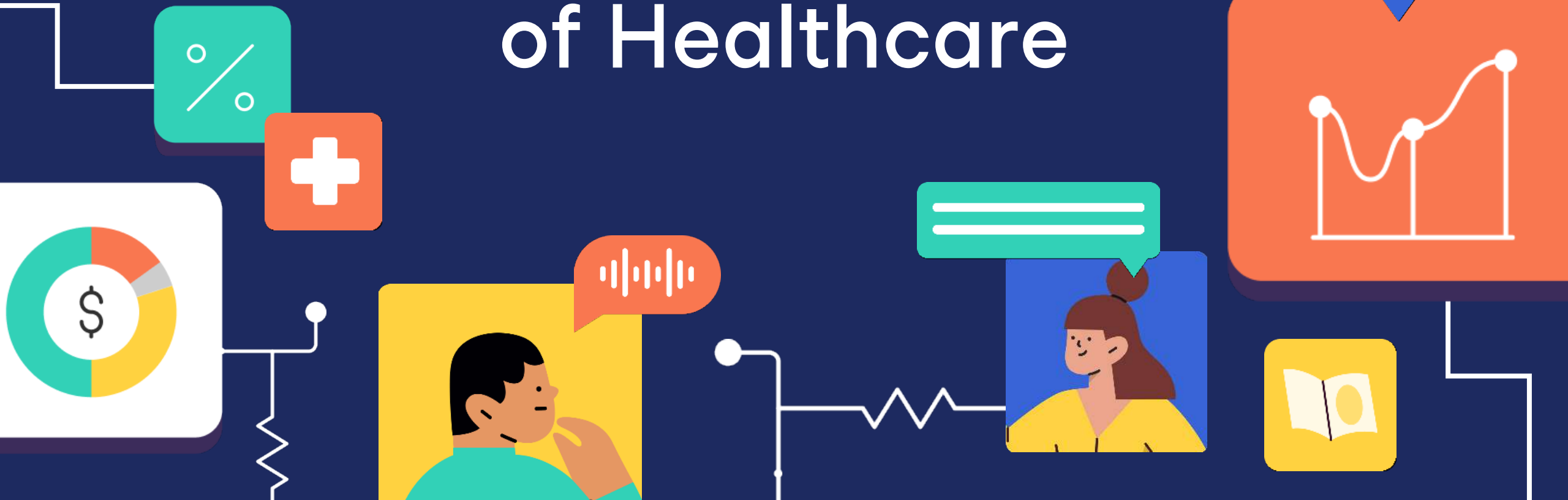
📍 Headquarters: Indianapolis, IN

👤 CEO + Founder: Amy Brown

📄 Founded: 2018

200 Million+ conversations anticipated in 2023

Crushing Complexity:
The Evolving Business of Healthcare

What is Crushing Complexity?

Crushing Complexity is a presentation that takes audiences on a journey through time and into the experiences of patients and caregivers to confront the complexity of the U.S. healthcare system and inspire us all to take a hard look at what we've created and why it must change.

Ready to learn more?

Learn more through our blog Crushing Complexity Blog Series

Improving the Patient Journey: Clinical and Administrative Obstacles + Opportunities

Reflecting to Understand Today's Business of Healthcare

What's Next? Start Listening with Conversational AI Tools for Healthcare

We cannot "unhear" what we have heard

![Authenticx logo] Authenticx

Questions?

leslie.pagel@authenticx.com
sally.perkins@authenticx.com

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Upcoming Events & Programs

WEBINARS

September 26 | Using Narrative to Illuminate and Improve Experience

September 27 | Supporting Your Career Path as a Volunteer Professional

September 28 | Adapting Rounding Programs Overtime: How Leading Organizations Evolve to Excel

October 3 | Falling on Deaf Ears: Special Considerations for Deaf Patients in Healthcare

CONNECTION CALLS/PX CHATS

September 20 | Pediatric Community Connection Call: Emergency Room Ambassador Program

October 4 | Ambulatory Care Community Connection Call – Using Measurement and Metrics to Drive Improvement in Ambulatory Care Environments

PROGRAMS

October 4-25 (Wednesdays) | Foundations of Volunteer Management

Access our vast library of on demand patient experience webinars.

Webinars are included in membership with the Institute.

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Thank You

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