



Jason A. Wolf, PhD, CPXP is a passionate champion and recognized expert on patient experience improvement, organization culture and change, and sustaining high performance in healthcare. As President & CEO of The Beryl Institute, Jason has led the growth of the organization into the leading global community of practice and thought leader on improving the patient experience, engaging over 55,000 people in more than 75 countries and establishing the framework for the emerging profession of patient experience.

Jason is the Founding Editor of the *Patient Experience Journal*, the first open-access, peer-reviewed journal committed to research and practice in patient experience improvement. He also established and currently serves as President of Patient Experience Institute, an independent, non-profit, committed to the improvement of patient experience through evidence-based research, continuing education and professional certification.

Jason is a sought-after speaker, provocative commentator, and respected author of numerous publications and academic articles on culture, organization change and performance in healthcare, including two books on *Organization Development in Healthcare* and over 50 white papers and articles on patient experience excellence and improvement. Jason also received the American College of Healthcare Executives (ACHE) 2018 Dean Conley Award for his article "Patient Experience: The New Heart of Healthcare Leadership," published in the spring 2017 issue of *Frontiers of Health Services Management*.

A recovering marathoner - having run seven - Jason's proudest "accomplishment" remains his family. He currently resides in Nashville, TN with his wife, Beth, and sons Samuel and Ian.

Jason Wolf

Speech Topics

- Leadership
- Inspiration
- Healthcare
- Executive Speaker

