

**SPEAKER BIOS****A Conversation with Clinical Changemakers on Patient-Driven Care****Whitney Bowman-Zatzkin, M.P.A., M.S.R., Managing Director, Flip the Clinic**

Ms. Bowman-Zatzkin is a passionate community architect obsessed with connecting the dots of health care to provoke change for the greater good. She is the founder of Rare Dots Consulting, through which she serves as the Managing Director of Flip the Clinic, a project of the Robert Wood Johnson Foundation. She is also the co-principal investigator of Scouting Health, a collaborative research initiative with Westat. Ms. Bowman-Zatzkin also supports Community Pharmacy Enhanced Services Network, spreading the use of a pharmacist-integrated practice model, as well as VitalCrowd, working to include patient-researchers in clinical trial design and studies. Ms. Bowman-Zatzkin started in health care 17 years ago as the manager of a clinical practice, launching its electronic health records, redesigning the obstetrics patient record, and engaging in state-level advocacy efforts on maternal and infant health and malpractice reform. After moving to Washington, D.C., she collaborated with policy leaders and advocates to conduct research and enact policy changes on health professions education and health workforce team design. In the past, she led the Great Challenges at TEDMED, producing more than 50 broadcasts and expanding the online community to more than 300,000 people.

**Katherine Brieger, R.D., C.C.E., C.P.H.Q., Chief of Patient Experience and Staff Development, HRHCare**

Ms. Brieger has been associated with HRHCare for more than 28 years. She is currently the Chief of Patient Experience and Staff Development. In this current position, she is responsible for all programming, training, and evaluation of patient experience. Through this position, she is actively engaged in performance improvement, one of the leading quality metrics for HRHCare. Ms. Brieger leads all-staff training and development in HRHCare under the Planetree Institute. As a Planetree affiliate, HRHCare has been committed to patient-centered care and program design that enhances the patient experience. Ms. Brieger is recognized as a national expert in several areas of health care, specifically patient experience, integration of patients into quality programs, and diabetes management with the use of community health workers. During the last five years, she has presented to groups such as Crain's, the National Academies of Sciences, Engineering, and Medicine's Health and Medicine Division (formerly the Institute of Medicine), PCCC, Health Outreach Partners, and National Committee for Quality Assurance.

**Beth Silber, M.P.A., Family Consultant at the Sala Institute for Child and Family Centered Care at Hassenfeld Children's Hospital of New York, NYU Langone Medical Center**

Ms. Silber supports family-centered care programs at Hassenfeld Children's Hospital by providing family advisor leadership for programs and valued patient and family perspectives on hospital committees. She established the first Children's Hospital Family Advisory Council at Hassenfeld Children's Hospital, comprising families of children with a variety of diagnoses and care experiences. As Council Chair, she recruits, orients, and trains new family advisors. Ms. Silber frequently teaches health care professionals about the impact of illness on families through the family faculty program. She has developed the Family-to-Family program, bringing families together for support and connection during hospitalizations and outpatient visits. A respected and central voice in safety and quality initiatives, Ms. Silber is co-author of the study "Parents' Perspectives on Keeping Their Children Safe in the Hospital."