

SPEAKER BIOS**A Conversation with Clinical Changemakers:
Do Patient-Centered Hospitals Innovate Faster?**

Nick Dawson, M.H.A., is the Executive Director of the Johns Hopkins Sibley Innovation Hub. Mr. Dawson is a proponent of human-centered design in health care as a way to create a health system that is more desirable, compassionate, and advanced. The Innovation Hub is a first-of-its-kind team of designers, technologists, and experts embedded in a community hospital. In the Innovation Hub, Mr. Dawson helps lead an innovation team charged with reinventing health care, patient experiences, and community wellbeing. He is also the chair of the executive board for Stanford University's Medicine X program. Medicine X is a catalyst for innovation, patient empowerment, and advances in academic medicine. Mr. Dawson is the past president of the Society for Participatory Medicine. His past roles include hospital leadership of departments, including strategy, finance, and operations. He has participated in a variety of national-level health care discussions. Examples include facilitating the White House and USAID's design challenge to improve protective equipment worn by Ebola aid workers and designing and leading innovation sessions for President Obama's Precision Medicine Initiative.

Maria Hale, M.B.A., is Vice President of the Office of Patient and Family Advocacy and Patient-Centered Support Services at Northern Westchester Hospital (NWH), a 233-bed community hospital in Mount Kisco, New York. With more than 15 years of health care experience at both an academic medical center, Mount Sinai Medical Center, and a community hospital setting, NWH, Ms. Hale has a variety of experience in health care administration, training and development, information technology, and project and process management. At Mount Sinai Medical Center, Ms. Hale developed the workflow and training curriculum, as well as coordinated and provided user support for the health system's physician order entry and nursing clinical documentation system. Currently at NWH, her areas of focus include patient advocacy, integrative medicine, medical ethics consultation, chaplaincy, family caregiver support, leadership of 250 hospital volunteers, and a culture of patient- and family-centered care throughout the hospital. Operational areas include leadership of environmental service, food and nutritional services, telecommunications, patient transportation, and administrative/business support to patient care units. Under Ms. Hale's leadership, NWH was awarded the prestigious recognition of Designated Planetree Patient-Centered Hospital with Distinction.