

Hi there,

Briefly, I wanted to share this with you. On 8/11 Joan Kelly, Chief Experience Officer of Yale New Haven Health will be sharing some of the themes of her doctoral thesis including the impact of Covid-19 on inpatient experience for patients as well as real-world patient experience lessons she's learned throughout her career.

Other related topics include:

- ✓ True patient engagement: definitions, data, and design
- ✓ How using the voice of the patient at scale to drive data-driven operational improvements
- ✓ Q & A from the audience

You can register [HERE](#).

It would be lovely to have you or any of your team members join us. Have a great weekend!

Warmest regards,
Jill

Jill Yarberry

VP, Patient Experience | Quality Reviews

p: 865.207.4721