

# **Susan A. Leys M.Ed.**

## **Clinical Navigator - Patient Experience at University Healthcare: Jefferson Medical Center**

Washington D.C. Metro Area, , US

Healthcare Consulting, Coaching and Debriefing at <http://www.MDRN.Consulting>

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### **Description**

Analytical and compassionate healthcare executive “ with extensive patient experience & family engagement abilities as well as program development and process improvement expertise “ offer proven track record of leveraging patient experience, customer service, communications, and training & development strengths to improve quality of care and processes throughout hospitals and healthcare systems.

Background: 20+ years of experience gained across emergency departments and hospitals “ encompasses program design, coaching, service excellence and staff education proficiencies. Career highlights include growing productivity of \$2 million Emergency Department (ED) by 20%, re-configuring Emergency Department crisis programs internally at substantial cost savings to employer, training total of 500 nurses and non-clinical staff, and serving as consultant to government agencies

#### **Patient Experience & Family Engagement:**

- \* Advanced knowledge of patient satisfaction surveys and patient experience survey tools supporting all aspects of improving patient/family experience and satisfaction scores.
- \* Experienced with implementation and evaluation of an aligned curriculum for teaching patient experience and customer service expectations.
- \* Adept at assessing situations quickly and compassionately to assist health care professionals in fast-paced, demanding and constantly changing hospital settings to foster patient relations and patient experience systems and processes.

#### **Communication:**

- \* Excellent written, verbal and interpersonal communication skills including active listening, redirection, conflict resolution / negotiation, complaint management, crisis intervention, counseling and ability to elicit information from poor or evasive communicators
- \* Highly skilled with building rapport with patients and families quickly and tactfully to address concerns & resolutions with the goal of gaining patient and family members' trust and enhancing patient experience and family centered care.
- \* Expertise in coaching and providing point-of-service coaching to managers and health care teams to identify opportunities to create a seamless patient and family experience and / or service recovery gained from visiting with patients and families on a daily basis.

#### **Training and Development:**

- \* Dynamic public speaking, coaching and training skills.
  - \* Skilled in assessment of training needs, information design, facilitation & staff education and support for healthcare teams
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### **Availability**

Keynote, Panelist, Workshop, Corporate Training

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## **Industry Expertise**

Health Care - Providers, Talent Management, Professional Training and Coaching, Mental Health Care, Training and Development, Corporate Training

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## **Topics**

Healthcare, Hospitals, Stress and Stress Management, Communicating Effectively, Team Building & Leadership, Collaboration, Patient Advocacy, Hcahps, Critical Incident Stress Management, Patient Experience

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## **Affiliations**

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### **Education**

#### **Cornell University**

Graduate Certificate High Performance Leadership

#### **The Johns Hopkins University - Carey Business School**

Graduate Certificate Medical Services Management

#### **Springfield College**

M.Ed; C.A.G.S. Counseling Psychology

#### **University of Massachusetts Dartmouth**

BA Psychology

#### **Roger Williams University**

AA Legal Studies

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