



## Chrissy Daniels, MS

PARTNER

Chrissy Daniels is a national thought leader in patient experience and health care value. She joined Press Ganey in August, 2017 and brings to her role of consulting partner more than 20 years of expertise in advancing the patient experience and building an engaging and collaborative culture. She is also widely recognized for her pioneering work in the areas of consumerism and physician performance data transparency.

Prior to joining Press Ganey, Chrissy was Director of Strategic Initiatives at University of Utah Health Care, responsible for teaching and coaching physicians, leaders and staff on the importance of patient experience as a measure of quality. In this role, she was also responsible for designing the University of Utah Health Care's online physician review process, making the system the first in the country to electronically survey its patients and post the results publicly online. In addition, Chrissy worked closely with hospital, physician and executive leadership to drive culture change around improving patient experience and value in every encounter across the system. This work resulted in system-wide initiatives targeting leadership and team development, communication, and motivation which evolved into a model for cultural transformation.

Prior to this work, Chrissy led hospital and clinic operations for University of Utah Health Care. Among her accomplishments in this role was overseeing \$180 million of hospital construction projects, including two expansions of the University of Utah Hospital.

In 2013, Chrissy was the recipient, with Dr. Robert Pendleton, Chief Medical Quality Officer, of a Robert Wood Johnson Foundation grant to create ValueU, a free, open access training platform where physicians and hospital administrators from around the United States could receive experiential knowledge on the role of transparency as a key driver of high-value health care. Coinciding with these efforts, she was editor-in-chief of [Accelerate](#), an online learning site promoting health care transformation through value improvement.

Chrissy received a master's degree in economics and health administration from the University of Utah.

