



## Rachel Biblow

Senior Vice President and  
Partner, Strategic Consulting

Rachel Biblow is a Senior Vice President and Partner in Strategic Consulting focused on Integration and Performance Excellence. In her role, she provides strategic vision and partners with organizations to achieve transformational and sustainable improvements across safety, quality, experience and engagement.

She joined Press Ganey in 2018 and brings expertise advancing safe, high-quality and compassionate care experiences and building highly engaged teams. Prior to joining Press Ganey, Rachel served for more than 15 years at the Children's Hospital of Philadelphia, most recently as the Senior Director of Patient and Family Services and Enterprise Co-Sponsor for the Patient and Family Experience initiative. During her tenure, she worked directly with patients and families, as well as served in a variety of leadership roles with expanding scope and influence. In addition to the strategic and operational oversight for several clinical and clinical support areas, she led the design, strategy, and implementation of an enterprise-wide initiative to improve overall patient and family engagement and experience. Rachel worked closely with hospital, physician and executive leadership to drive culture change around improving experience and value in every

touchpoint across the system. This work resulted in essential collaborations and system-wide initiatives including, the establishment of organizational values, standards, leadership and team development, communication programs and supports. These building blocks were pivotal in shaping the culture and environment necessary to accelerate system and process improvements across several areas, including; safety, access, care coordination, physician and family engagement, research, facility design and navigation.

Rachel is widely recognized for her work in advancing patient and family partnerships with health systems to drive quality outcomes. She is a founding leader in establishing the National Pediatric Experience Collaborative formed in 2016. The Collaborative is a consortium of leading children's hospitals working together to improve and advance safe, high-quality and compassionate care experiences across all systems. She is an international speaker on Experience, Culture, Patient & Family-Centered Care, Leadership Development, Organizational Dynamics and Change and has presented at multiple health systems and conferences.

