



## Chrissy Daniels, MS

Partner, Medical Practice Solutions

Chrissy Daniels is a national thought leader in patient experience and health care value. She joined Press Ganey as a partner in August, 2017, bringing to the company 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.

In addition to her role as a consulting partner, Chrissy is the Business Unit Leader of Press Ganey's transparency, consumerism and medical practice solutions. In this role, she collaborates with teams across the company in strategy, product development, operations, advisory, consulting and clinical thought leadership to design, develop and execute a coordinated strategy that unites these three critical market elements and ensures that the solutions are informed by and respond to the needs of health care providers.

Prior to joining Press Ganey, Chrissy was Director of Strategic Initiatives at University of Utah Health Care, where she was 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 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 holds a master's degree in economics and health administration from the University of Utah.

