

# Deirdre E. Mylod, PhD

Executive Director, Institute for Innovation  
Senior Vice President, Research & Analytics

*Measuring and quantifying the intangible—feelings and perceptions, fears, doubts, anxiety and uncertainty—and uniting insights from the patient voice with quantitative measures of care processes and outcomes has the power to uncover profound insights. It is this intersection of social science and business intelligence, the art of delivering compassionate care with an evidence base of processes and outcomes that drives the work we do and enables us to reduce patient and caregiver suffering across the health care continuum.*

“

## PROFESSIONAL EXPERIENCE

### Press Ganey Associates

Executive Director, Institute for Innovation and Senior Vice President,  
Research & Analytics, 2012–present

Vice President, Improvement Services, 2008–2012

Vice President, Public Policy, 2005–2008

Vice President, Research and Development, 1997–2005

## PROFESSIONAL MEMBERSHIPS

**Association for Patient Experience:** Board of Directors

**Journal of Patient Experience:** Editorial Board of Directors

**Academy Health**

**PQA Patient Engagement Rubric Roundtable Committee**

## ARTICLES AND PUBLICATIONS

Howell, Mylod, Lee, “Physician Burnout, Resilience, and Patient Experience in a Community Practice: Correlations and the Central Role of Activation,” *Journal of Patient Experience*, December 2019

Mylod, Lee, “Contextualizing Resilience.” *The Engaged Caregiver: How to Build a Performance-Driven Workforce to Reduce Burnout and Transform Care*, Ed. Joseph Cabral, Thomas H. Lee, MD, Martin Wright. McGraw Hill, 2019

Lee, Thomas H. and Deirdre Mylod. “The Patient Experience.” *The Healthcare Quality Book: Vision, Strategy, and Tools, Fourth Edition*. Ed. David B. Nash, Maulik S. Joshi, Elizabeth R. Ransom, Scott B. Ransom. Health Administration Press, 2019

Mylod, Lee, “Deconstructing Burnout to Define a Positive Path Forward,” *JAMA*, February 2019

Deirdre Mylod, PhD, Stacie Pallotta, MPH, and Thomas H. Lee, MD, MSc. “High Reliability Organizing and the Patient Experience.” *Zero Harm: How to Achieve Patient and Workforce Safety in Health Care*. Ed. Craig Clapper, James Merlino, Carole Stockmeier. McGraw Hill, 2018

Mylod, Lee, “Helping Health Care Workers Avoid Burnout,” *Harvard Business Review*, October 2018



Deirdre Mylod, PhD, joined Press Ganey in 1997 and currently serves as the executive director of the organization’s Institute for Innovation and senior vice president of Research & Analytics. In this joint role, she is responsible for advancing the understanding of the entire patient experience, including patient perceptions of care, clinical process and outcomes. Through the Institute, Mylod partners with leading health care providers to study and implement transformative concepts for improving the patient experience. She is the architect of Press Ganey’s model of Reducing Patient Suffering and has extended her work to the concepts of deconstructing the experience of clinicians to better understand engagement, burnout and resilience.

Mylod holds a master’s degree and a PhD in psychology from the University of Notre Dame.

## Speaking Topics

- Census Based Surveying
- Clinician Burnout
- Compassionate, Connected Care
- End of Life Care
- HCAHPS
- Hospice CAHPS
- Patient Experience Improvement
- Population Health/Segmentation
- Science of Measurement
- Value Based Purchasing

# Deirdre E. Mylod, PhD

Executive Director, Institute for Innovation  
Senior Vice President, Research & Analytics

## ARTICLES AND PUBLICATIONS—*Cont'd.*

Finnegan, "4 steps to help reduce burnout: Press Ganey report," *Fierce Healthcare*, May 2018

Heath, "Incorporating Patient Engagement into Patient Safety Initiatives," *Patient Engagement HIT*, February 2018

Mylod, "One Way to Prevent Clinician Burnout," *Harvard Business Review*, October 2017

Heath, "5 Patient-Centered Strategies to Improve Patient Safety," *Patient Engagement HIT*, March 2017

Heath, "3 Best Practices to Improve the Healthcare Patient Experience," *Patient Engagement HIT*, March 2017

Mylod, Deirdre and Christy Dempsey, "Addressing patient and caregiver suffering," November 2016

Lee, Thomas H., Deirdre Mylod and Sharyl Wojciechowski, "Innovations in Patient Experience." *America's Healthcare Transformation: Strategies and Innovations*. Ed. Robert A. Phillips. Rutgers University Press, 2016

## SELECT PRESENTATIONS

**CMS Grand Rounds**, February 26, 2019, "What Can Patient and Provider Experience Teach Us About Burnout And the Opioid Epidemic"

**Press Ganey 2018 NCC**, November 13, 2018, "Demystifying Integrated Data for Real-Life Action Planning"

**Cleveland Clinic Patient Experience Summit**, June 2018, "Creating a Culture that Supports your Clinicians' Pursuit of Excellence"

**2018 ANA Conference**, March 22, 2018, "Contextualizing Our Work on Resilience"

**Christiana Care Patient Experience for Cardiology Leadership**, March 3, 2017, "A New Paradigm: Reducing Suffering"

**TEDxWilmingtonSalon**, December 21, 2016, "Improving Patient Experience Means Reducing Suffering"

**NHS Elect**, Nov. 17, 2016, "Patient Experience from the US: Model of Suffering"

**TEDx Nemours**, Oct. 18, 2016, "A Paradigm Shift for Patient Experience: Reducing Patient Suffering"

**ANA Conference**, March 9, 2016, Plenary Keynote, "Addressing the Suffering of Patients, Clinicians & Caregivers"

**The Leader's Board for Healthcare Experience**, February 2016, "Measuring Suffering of Caregivers & Clinicians"

**Department of Health and Human Services Roundtable on Delivering Patient Centered Care**, Jan. 14, 2016