The arc of history is clear—we are heading into a competition-driven, value-oriented health care system that is organized around reducing the suffering of patients. To thrive, provider organizations need a clear idea of their strategy, their performance, and how to improve.

Dr. Thomas H. Lee joined Press Ganey as Chief Medical Officer in 2013, bringing more than three decades of experience in health care performance improvement as a practicing physician, a leader in provider organizations, researcher and health policy expert. As CMO, Tom is responsible for developing clinical and operational strategies to help providers across the nation measure and improve the patient experience, with an overarching goal of reducing the suffering of patients as they undergo care, and improving the value of that care. In addition to his role with Press Ganey, Tom continues to practice primary care at Brigham and Women’s Hospital in Boston.

Tom received a BA from Harvard College and earned his MD/MSc from Cornell University-Medical College and Harvard.

**Speaking Topics**
- Creating Value/Competition
- Culture
- EDCAHPS
- Epidemic of Empathy
- Patient and Family-centered Care
- Patient Engagement
- Patient Loyalty
- Physician Engagement
- Population Health/Segmentation
- Reducing Suffering
ARTICLES AND PUBLICATIONS

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


Lee, Chang, “Beyond Evidence-Based Medicine,” *NEJM*, November 2018


Lee, Cabral, “The New CHRO: From Culture Keeper to Culture Driver,” *PSQH*, October 2018


Lee, Connolly, “The Committed Perspective—Policy Principles for Regional Health Plans,” *NEJM Catalyst*, October 2017


SELECT PRESENTATIONS

South by Southwest, March 8, 2019, “Interpersonal Medicine”

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, “Physician Burnout, Resilience and Grit in Health Care”


Cleveland Clinic Patient Experience Summit, June 2018, “Organizational Grit”

TEDMED, November 15, 2017, “Rediscovering Health Care’s Original Goal: Reducing Suffering”

Maryland Health Care Education Institute 42nd Annual Leadership Conference, October 16, 2017, “Competing in the New Health Care Environment by Creating an Epidemic of Empathy”

High Value Healthcare Coalition, May 3, 2017, “Innovation in Patient Centered Care”

SELECT PRESENTATIONS (cont'd)

American College of Medical Quality Annual Meeting, March 31, 2017, “The Reduction of Suffering as the Organizing Focus of Health Care"

American Association of Orthopedic Surgeons, March 15, 2017, “Patient Satisfaction: Myths and Realities"

Cleveland Clinic Leadership Development Course, March 11, 2017, “Patient-Centered Care"


2017 Kronos Health Care Executive Summit, February 12, 2017, “Resilience"


NEJM Catalyst, January 17, 2017, “The Future of Care Delivery: Relentless Redesign"

TEDMED, November 2015, “Rediscovering Health Care's Original Goal: Reducing Suffering"