



AMERICA'S ESSENTIAL HOSPITALS

Carrie Brady, JD, MA

Principal

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Carrie Brady is an independent consultant and dynamic public speaker who partners with healthcare organizations to develop creative solutions to their operational challenges. For more than fifteen years, Carrie has worked with clinical and administrative leaders and frontline caregivers in hospitals around the country to improve the patient and staff experience, enhance quality and safety, and ensure

regulatory compliance. Carrie has held leadership positions in two provider associations in which she was responsible for a wide range of strategic initiatives, including as Vice President of Quality at Planetree, an international network of hospitals and other healthcare organizations committed to patient-centered care, and as a Vice President of the Connecticut Hospital Association. Carrie has a proven track record of leading complex projects from conception to execution by aligning interests, engaging teams, and building effective relationships.

Carrie has served on several national committees, including the National Quality Forum (NQF) Review Committee for Hospital CAHPS, the NQF Serious Reportable Events Maintenance Committee, the National CAHPS® Benchmarking Database Advisory Group, and the TalkingQuality Editorial Board, as well as numerous state committees. Carrie is the author of *HCAHPS Basics: A Resource Guide for Healthcare Managers* (HCPro, 2009) and co-author of book chapters on patient-centered quality and safety and breaking down the barriers to patient-centered care. Carrie also is a contributing author and led the development of the *Patient-Centered Care Improvement Guide*, a widely-used manual of practical tools and resources for providers.

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For America's Essential Hospitals [HCAHPS: Beyond the Basics](#) Webinar
2013 Series



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Carrie holds a J.D. and an M.A. from Northwestern University and was a 2005 – 2006 National Patient Safety Foundation (NPSF)/Health Research & Educational Trust (HRET) Patient Safety Leadership Fellow. Carrie's training, combined with her years of working closely with providers from the boardroom to the bedside, has given her the ability to fully understand and relate to different perspectives and to guide organizations past their barriers to find hidden opportunities. In addition to her work with providers, Carrie regularly interacts with patients and family members as a volunteer artist in residence at Northern Westchester Hospital in Mount Kisco, New York.

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