



### **Cortney Forward - Bio:**

Cortney currently is a Patient Family Experience Advisor at The Ohio State University Wexner Medical Center. My Experience as patient family advisor has been an ever evolving transition as she works system-wide within the Patient Experience department on high level advisory councils, public speaking engagements, workgroups, and committees with senior leaders, nurse managers, physicians, social workers, patients, and their families.

Cortney is a current PhD candidate specializing in leadership and organizational change focusing on patient centered care, the patient experience, and patient engagement from the patient family advisors perspective. The PFEAs perspectives will be used to create best practices surrounding the concepts of patient engagement and shared decision making in health care settings.

Cortney's connection with patient engagement and the patients' experience started 14 years ago when her son was born with special health care needs and received care from many specialists. Since then, she has been the primary caregiver to her father who had a stroke a few years ago. Acting as an advocate for her family and aligning her education with her personal healthcare experiences has helped to increase her awareness and knowledge to close the gaps by introducing the patient's perspective into the clinical side of health care. In addition, Cortney has seen positive changes within her healthcare community by using the patient's voice as a means to create transformational change – ultimately increasing quality of healthcare while also improving the delivery and access to population health in her community