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Sheila Delaney Moroney, MPH, is the Director of Patient Experience Services and Patient- and Family-Centered Care at Hennepin County Medical Center in Minneapolis. Her responsibilities include oversight of organizational strategies for improving the patient experience using patient- and family-centered care principles, and operational responsibilities including: patient

relations; Welcome and Valet Services; Volunteer Services; Patient Advisors; and the Inspire Arts Program. In addition to her work at HCMC, Sheila's healthcare career includes extensive health policy work as a consultant and as program director at the National Institute of Health Policy. She is a graduate of Boston College and the University of Minnesota School of Public Health and spent 10 years working in public relations, fundraising, program development, and health education at Boston Children's Hospital and a community health clinic in Boston's inner city. Sheila's graduate school and policy work focused on the role of the consumer in defining and accessing the ideal healthcare experience using shared decision-making and collaborative system design.

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