



JANIECE GRAY

WHAT I'M PASSIONATE ABOUT

I want to improve care for patients by helping caregivers and health care professionals do a better job of understanding, connecting and engaging with patients.

WHY I JOINED DTA ASSOCIATES

I wanted a chance to serve patients and communities beyond those physicians, operational leaders and frontline staff with whom I have partnered over my career.

WHAT I'VE DONE

The patient has always been at the center of my efforts, whether I was working as a social worker, a community organizer for Parkinson's patients and their families or developing new models of housing and services for seniors.

After getting my MHA from the University of Minnesota, I worked in a variety of progressive leadership roles at Allina Health, developing new prevention programs (holistic heart care, wellness) and new care environments. That experience also afforded me the opportunity to learn a great deal about the financial, operational and information technology challenges of delivering care. I was certified in Lean and also obtained a Black Belt in Six Sigma.

In order to further improve the care of the patients I served, I moved into an internal consulting group for Allina. In this capacity, I learned about performance improvement and took on roles leading, coaching and educating staff and leaders on how to make changes to create more efficiencies and opportunities for better patient care.

Eventually, I came full circle to my social work days to lead Allina Health's system-wide efforts in Patient Experience. In addition to forming Patient Advisory Councils and partnering with physicians and frontline staff, I helped align the organization around specific domains for focused improvement resulting in 30 percentile improvements for the organization over a short time

One of my favorite opportunities was shadowing physicians, nurse practitioners and physical therapists to observe their interactions with patients. I was able to affirm their strengths and also gently suggest subtle changes that would further their communication and connection with patients. This had a demonstrable impact on the patients' experiences with physicians, showing improvement 10 times the national average in this area.