



AMERICA'S
ESSENTIAL
HOSPITALS



Amy Helder, MS

Administrative Director for Patient Experience
The Ohio State University Wexner Medical Center

Helder is responsible for building and supporting a culture that focuses on the patient experience. She is responsible for interpreter services; pastoral care; the patient and family advisor program; patient relations; information desk and family waiting areas; as well as strategic work designed to measure, communicate, and improve the patient and family experience across all care settings.

Her previous experience includes several leadership roles with the medical center's hospitals. She previously served as quality manager supporting several clinical departments and as director of accreditation, quality, and service at University Hospital East, where she was responsible for clinical, service, and regulatory functions and had operational responsibility over the Veteran's Disability Testing Clinic and materials management.

Helder holds a bachelor's degree in biology from Case Western Reserve University and a master's degree from The Ohio State University College of Public Health.