



# Extracting Insights from Narratives for Improvement

Concurrent Session #2

# Concurrent Session #2: The Presentations

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Creative  
ideas

- **The value of patients' creative ideas for quality improvement: the development and pilot test of an improvement-focused narrative item**
  - Yuna Lee, PhD, Assistant Professor  
Columbia Mailman School of Public Health



Workforce &  
Patient  
engagement

- **It is hard trusting someone with your life expectancy**
  - Stacy Van Gorp, Ph.D, Partner  
See What I Mean, LLC



# Discussion

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