Adrienne Boissy, MD, MA, on health care technology & the human connection
On June 24, 2021, the AMA held a webinar in the AMA STEPS Forward™ series: “Health care technology & the human connection.”

Empathy and the human touch are crucial parts of caring for patients, but many fear that these core aspects that drive strong patient-physician relationships will be lost as we transition into a more digitized health care system.

This webinar explored how physicians can not only maintain that same empathy and human “touch” within a digital environment, but benefit from this mode of care delivery to improve outcomes and access, and enhance experiences.

Webinar recording

Speaker

Adrienne Boissy, MD, MA, Chief experience officer, Cleveland Clinic Health System

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Adrienne Boissy, MD, MA, is the chief experience officer of the Cleveland Clinic Health System and a staff neurologist at the Cleveland Clinic Mellen Center for Multiple Sclerosis. Dr. Boissy leads initiatives to address and improve every aspect of a patient’s encounter with the Cleveland Clinic Health System, from their physical comfort to their educational, emotional and spiritual needs.
Dr. Boissy co-chairs the Empathy and Innovation summit, the largest independent summit on patient experience in the world. She has published extensively about transformational change needed in patient-centered measurement, relational communication, burnout, and empathy, and advocates for major operational changes in health care systems for a more humane experience, noted in her provocative TED talk “Can empathy help heal healthcare?”

Her work has been featured in The Wall Street Journal, NPR, The Washington Post, Forbes, and The Atlantic, among others. A Harvard Macy scholar, she has been repeatedly recognized as a leading physician executive and thought leader.