

# Heart of Safety

## Coalition

Inspiring transformation for care team safety and wellbeing

### Liz Boehm, Executive Strategist

Liz Boehm maintains a pragmatic optimism that change is possible, while focusing on her life's work to restore dignity and respect to the healthcare experience. In her current role as Executive Strategist, she leads the Heart of Safety Coalition, a community of health system leaders, learners and advocates committed to an expanded definition of team member safety that includes protecting psychological and emotional well-being of healthcare team members, promoting health justice by declaring equity and anti-racism core components of safety and ensuring physical safety, which includes a zero-tolerance program to eliminate workplace violence, both physical and verbal.



As a leader of the Heart of Safety Coalition, Liz orchestrates research to identify and share evidence-informed practices that advance team member safety and wellbeing, including leadership, culture, process and behavioral transformations. She also oversees the Advisory Council of health system leaders who shape the focus and direction of the Coalition to ensure that it aligns with industry needs. Prior to launching the Heart of Safety Coalition, Liz led the Experience Innovation Network's research and thought leadership. In this role, she helped organizations drive improvements in human experience for patients, families, physicians, nurses and staff. Research topics included human-centered leadership, team member support during COVID-19, clinical communication and patient experience leadership.

In addition to her work at Stryker, Liz is on the board of the Society for Participatory Medicine and is an advisor to Changeful, a community devoted to the health of family caregivers. Liz's career in healthcare has included working with leading health insurers to improve the dissemination of clear, useful information about healthcare payment structures, as well as health management programs that support consumers' abilities to make meaningful change in health behaviors. She has also worked with health systems and clinics caring for patients across the economic spectrum to institute programs that deliver better care to patients, while at the same time reconnecting healthcare professionals to their calling. As a long-time Massachusetts resident, a healthcare volunteer, a researcher for a Silicon Valley technology company, and a healthcare thought leader, Liz has had diverse opportunities to engage on the forefront of health reform and observe its implementation and impact.

Liz began her career by working as a Peace Corps Volunteer in a health center in rural West Africa. She has also trained as a doula and had the privilege of assisting in the labor and delivery of two healthy babies. Through professional and volunteer work in hospitals, she has developed a profound respect for the dedication and commitment of the doctors, nurses and staff who commit their lives to caring, as well as the courage of patients who survive and thrive as a result of their combined efforts. Liz holds a bachelor's degree from Amherst College.