



**Speaker, Patient Advocate,
Facilitator, Coach, Author**

SPEAKING TOPICS & KEY TAKEAWAYS

Leveraging the Patient POV to Improve Experiences and Outcomes

Overview:

Using a case study approach with real life stories, Eileen helps healthcare providers and medical and nursing students:

- Gain perspective from the patient POV
- Understand what factors influence patient experiences the most
- Build stronger connections with patients
- Understand the value of engaging patients in decisions about their care

Key Takeaways:

A short encounter with a provider can have ripple effects that last a lifetime for the patient.

Better understanding the patient POV can help doctors improve diagnoses and results.

Building trust and connection with patients improves their adherence to treatment, safety, and outcomes.

Mitigating Provider Burnout

Overview:

Concerns about providers' mental health and burnout are rising. During her data-driven and engaging sessions, Eileen helps audiences:

- Learn the underlying causes of burnout
- Understand the impacts on patients
- Identify symptoms early
- Discover the most effective interventions

Key Takeaways:

Finding a solution is not optional. The quality of the US healthcare system depends on it.

Perverse financial incentives and time constraints disempower providers and erode their belief that they can make a difference.

Effective interventions include practices to reduce stress and anxiety and investment in supervisor training to improve leadership skills.

CLIENT LIST



ABOUT

Are you a healthcare leader or educator who is eager to improve patient experiences? Let Eileen Filliben be your guide.

By sharing her inspirational story and those of others, Eileen brings the patient POV to life and shares insights into what patients value the most. She also provides tools to help practitioners make stronger connections with their patients and overcome the pressures that are leading to rampant burnout.

During her successful career as an attorney, HR consultant, and senior executive, Eileen was sidelined with major health issues including:

- Breast cancer twice by age 42
- 15 major surgeries
- Debilitating chronic back and migraines
- Depression and PTSD

During her journey, the quality of Eileen's care varied greatly. She experienced first hand how key influences are undermining patients' care and providers' physical and mental wellbeing:

- Highly flawed insurance practices
- Perverse financial incentives
- Severe constraints on practitioners' time

Now a passionate advocate for bettering patient care and safety and provider wellbeing, Eileen weaves thought-provoking stories together with the latest research to deliver impactful keynotes and workshops. Book a call to learn more.

EileenFilliben.com

"A natural leader and gifted speaker, Eileen has a compelling presence on and off the stage. Sharing her powerful stories from the patient point of view, she gives unique and invaluable insights from her incredibly challenging health journey."

~ Dr. Patricia L., Vice President and Chief Student Affairs
Officer Emerita, University of Virginia