

Consumer Experience Collaborative

A multidisciplinary network of health system leaders focused on improving organizational consumer-centricity

A Unique Working Group Experience with Leading Health System Peers

Address the Key Challenges and Opportunities in Consumer-Centric Care

- 100% peer-generated and member led content
- Focus areas include:
 - » Re-engaging the Consumer Post-COVID
 - » The New Health System Competitive Landscape
 - » Virtual Health Transformation and Implications for Consumer Experience
 - » Consumer Engagement in 2021 and Beyond
 - » Workforce Transformation to Protect Consumer Experience

Develop Deep Connections

- Intimate programming focused on exchange and building relationships
- In-person and virtual interactions through whole- and small-group discussions
- Environment for candid conversations not shared beyond the group

Access to Unfiltered Insights from the Market

- Precise capture of insights across programs rapidly delivered to members
- Weekly digests curated with most pertinent information to give visibility into peer and member institutions

How We Engage

Virtually

Facilitated, small group discussions with select industry and health system members focused on strategic priorities.

In-Person

Five-star retreat-style events featuring keynote speakers, facilitated breakout discussions, and informal engagement moments.

Participation Benefits



Exclusive peer network



Retreat-style meetings, virtual and in-person



Expert Facilitated Workshops



Weekly LHS market insight digests



Amplification of resources contributed by members