CATHERINE JOHNSON, has focused on safety and quality from the patient perspective throughout her career. As the Administrator for North Shore University Hospital in New York’s (now Northwell Health) Division of Infectious Disease and Center for AIDS Research and Treatment she led the team in the achievement of a New York State Designated AIDS Center. This designation requires clinics to organize the delivery of care around the person utilizing care managers to coordinate care with multi-disciplinary health care teams and community agencies. Ms. Johnson resided in Kuwait for five years where she directed the Office of Hospital Operations at New Mowasat Hospital. In this role she used patient feedback to develop several initiatives including a vaccination program, appointment confirmation, and electronic prescribing. She also served as a member of the task force to obtain International Joint Commission accreditation. Currently, Ms. Johnson leads the Office of Patient Relations, in the Department of Performance Improvement and Clinical Effectiveness at Rush University Medical Center. She and her team manage patient complaints with a goal of building trust and improving communication. Ms. Johnson has a BS in Business Management and Economics and Healthcare from the State University of New York and an MS in Patient Safety Leadership from the University of Illinois.