J. Paul Sommer, MBA

Paul Sommer is in his fifth year as Senior Director of Patient Experience at Geisinger Health. In addition to his current role, Paul brings a unique blend of leadership experience listening to and acting on patients' feedback or comments to help improve patient care, services, and experience, including five years of customer relationship management consulting and six years of leading patient programs (marketing, education, and advocacy) for Fortune 500 healthcare companies. Paul will share his experiences successfully leading the implementation of Geisinger’s Provider Transparency program, which was one of the first dozen in the U.S.

Paul graduated from Haverford College with his BA in Political Science and concentration in Education, and from FW Olin Graduate School of Business at Babson College with an MBA.