

Access to Experts



M. Bridget Duffy M.D , Chief Experience Officer , ExperienceHealth, Inc.

Dr. Bridget Duffy is the Chief Experience Officer EXPERIAHEALTH, whose passion for defining and creating optimal healing environments for patients has been the focus of her work throughout her 20 year career. Most recently, she served as Chief Experience Officer of the Cleveland Clinic, the first senior position of its kind in the nation. At the Cleveland Clinic, she led the organization in establishing patient experience as the institution's top strategic priority, created the operating infrastructure to support the strategy and created and instituted new metrics to insure accountability for continuous patient experience improvement throughout the system. Dr. Duffy attended medical school at the University of Minnesota, and completed her residency in Internal Medicine at Abbott Northwestern Hospital in Minneapolis, Minnesota. There she created and was Medical Director for one of the first "Hospitalist" services in the country – an inpatient care service designed to improve the clinical, economic, and quality of life outcomes of hospitalized patients. Dr. Duffy also served as medical director of St. Jude and Medtronic. At both organizations, she led the development and implementation of patient-centered disease initiatives, physician education, and leadership programs that sought to foster the convergence of information, technology and a humanistic delivery of that care. She also identified and funded nationally recognized healthcare institutions and physician leaders who were committed to improve the patient experience for patients with both acute conditions and chronic disease.

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