

Cristin Lind

The transformational experience of parenting a child with complex special needs in the US and Sweden has called me to improve systems of care by helping patients, their families and health care professionals to partner with each other.

PATIENT PARTNERSHIP EXPERIENCE

Facilitator, Patient Partnership

Region Stockholm, Hälso- och sjukvårdsförvaltningen, 2015-2019

I supported the implementation and spread of patient partnership in health care in the Stockholm region's health care system which commissions and provides health care for over two million people. I worked to enable partnership at multiple levels, including in the health care visit, in quality improvement, and in commissioning and policy. In this role I used a combination of approaches, including service design/user experience design, improvement and community organizing approaches. As part of our Coaching Academy professional training program, I developed and delivered training on patient engagement in person and on-line, and coached participants in their projects.

Co-Chair, Leadership Team

100 Million Healthier Lives, 2014-2015

As co-chair for the Leadership Team, my role was to facilitate patient-public engagement in 100 Million Healthier Lives, an initiative conceived and co-created by a diverse, cross-sector coalition committed to supporting 100 million people living healthier lives by 2020.

Strategic Advisor

Rare Disease Sweden, 2014-2015

Rare Disease Sweden is a patient advocacy consortium supporting the improvement of care and research for over 50 rare conditions. My role was to identify strategic projects that enhance partnership with health care professionals, write grant applications and create patient advisor development programs. I also represented the organization in Nordic (SBONN) and European (Eurordis) patient advisory forums, and served on the international Rare Disease Day Steering Committee.

Project Advisor, Patient-Professional Partnership

MMI AB, 2013-2015

Support the adaptation and implementation of the SRQ Swedish Rheumatoid Arthritis Quality Registry for the American health care system with assistance from the Robert Wood Johnson Foundation grant, with special attention to the registry's capacity to partner with patients on the clinical and leadership levels.

Family Leader/CHIPRA Project Associate

Federation for Children with Special Needs, 2012- 2013

FCSN provides information, support, and assistance to parents of children with disabilities, their professional partners, and their communities. As the lead Family Leader in a statewide work group called the Children's Healthcare Quality Coalition, I ensured that the family/patient perspective was part of health care reform in a 60+ multi-stakeholder group of physicians, administrators and governmental policy makers. As Family Faculty for a learning collaborative run by the National Initiative for Children's Healthcare Quality (NICHQ), I was part of a leadership team guiding 13 pediatric primary care practices seeking to make their care better through quality improvement. To support pediatric clinics in the creation of Patient/Family Advisory Councils, I was the lead author on a web-based multi-media toolkit.

Consultant/Patient Lead

Cambridge Health Alliance 2012- 2013

CHA is an integrated healthcare system with three hospital campuses, an extensive primary care network serving a diverse community and a teaching affiliate of Harvard Medical School. Representing the patient and family voice for the entire primary care system, I advised senior leadership (C-level) and assisted 12 primary care practices on ways to engage patients and families in making care more family-centered. I designed processes and trainings for practices on Patient Partner and facilitated team launches. I facilitated participation of patients and caregivers in the organization's strategic visioning process.

Family Partner

Cambridge Pediatrics 2011-2012

CP is a pediatric primary care clinic that served my children, part of the Cambridge Health Alliance. As a member of the clinic's improvement team, I drew upon my personal experience as a user of clinical services for improvement.

PRESENTATIONS AND PUBLICATIONS

I speak frequently, live and on-line, at national and international conferences and courses on patient-professional partnership, patient empowerment, and patient leadership, including

- Karolinska Institutet, Stockholm, Sweden
- SALAR, a national Swedish association of counties and municipalities
- Harvard Medical School Primary Care Innovation Center Annual Conference
- SLSO, Stockholm regional health care organization
- Institute for Healthcare Improvement (IHI) Annual Forum, Annual Summit for Primary Care, and the BMJ/IHI International Forum (keynote moderator)
- Harvard School of Public Health
- Pediatric Physicians Organization of Boston Children's Hospital (PPOC)
- Federation for Children with Special Needs
- Association of Maternal and Child Health Programs (AMCHP)
- Joining Voices Conference, Massachusetts Family Voices
- Harvard Medical School, Center for Primary Care
- Cambridge Health Alliance, Leadership Academy
- Massachusetts Families Organizing for Change

I write about and partner with researchers to study the topics listed above. Some examples include

- My blog, www.cristinlind.com, with a focus on topics relating to raising a child with special needs, 2010-present
- Nelson Eugene C, et al. *Patient focused registries can improve health, care, and science* BMJ 2016; 354 :i3319
- *Patient-professional partnership. Examples, best practices and recommendations.* 2014
- *Five Trends in Patient-Professional Partnership* (Swedish). Pharma Industry, November 2014
- *Understanding the Context of Health for Persons With Multiple Chronic Conditions: Moving From What Is the Matter to What Matters.* Annals of Family Medicine, 12(3), 260–269. doi:10.1370/afm.1643
- Harvard Medical School, Center for Primary Care Innovation Conference, Oct 2012. Poster presentation. *Care Mapping: An Innovative Tool and Process to Support Family-Centered Comprehensive Care Coordination*

EDUCATION & LEARNING

School for Change Agents, NHS England, 2018

Tuff ledarskapsträning, Stockholm 2017

Leadership training with an emphasis on coaching individuals

Leadership, Organizing and Action: Leading Change Harvard Kennedy School Executive Education, 2016

Courage to Lead for Young Activists & Leaders, Center for Courage & Renewal, 2014

Leadership retreat and training with CCR Founder Parker Palmer and Marcy Jackson

Mindfulness-Based Stress Reduction professional training program, 2012

Seven-day professional training program under the direction of Dr. Jon Kabat-Zinn and Dr. Saki Santorelli

Leadership Education in Neuro-developmental and Related Disabilities (LEND) Fellowship, Boston Children's Hospital/Institute for Community Inclusion, Boston, 2011-2012

Coursework included disability history, advocacy, policy; clinical issues in developmental disability, resources and access; public health and disability history and policy; inclusion, leadership training, cultural competence, working with families

Massachusetts Families Organizing for Change, Family Leadership Series, Boston, 2011

Stockholm University, Bachelor's degree, major in Art History, Stockholm, Sweden, 1990–1992

University of Massachusetts, Honors program, Amherst, 1988–1990

MEMBERSHIPS / VOLUNTEER WORK / WORKGROUPS

- Leading Change Network, member, 2019-present
- Forum för health policy, board member, 2018-2019
- BMJ (formerly British Medical Journal), member of Editorial Advisory Board, International Forum Planning Advisory Board, and Patient Engagement Expert Panel, 2016-present
- Rare Disease Sweden, board member, 2015-2017
- National Initiative for Children's Healthcare Quality, board member (NICHQ), 2013
- Advisor, Patient-Centered Outcomes Research Institute (PCORI), 2013
- Participant, Institute of Medicine, Partnering with Patients Partnering with Patients to Drive Shared Decisions, Better Value, and Care Improvement round table, 2013
- Advisor, Patient-Centered Outcomes Research Institute (PCORI) and National Institute of Health (NIH)'s work group on setting national research priorities for patients with multiple chronic conditions, 2013

ADDITIONAL SKILLS

- Skilled in MS Word, Excel, PowerPoint.
- Experienced user of social media for cause-related marketing: Facebook, Twitter, LinkedIn, WordPress
- Native English speaker, fluent Swedish speaker