

# **James Merlino, MD**

**Chief Experience Officer at Cleveland Clinic**

Cleveland, OH, US

Under Dr. Merlino's leadership, Cleveland Clinic is driving not only patient satisfaction, but also safety, quality and value

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As Chief Experience Officer for Cleveland Clinic since July 2009, Dr. Jim Merlino has been working on several initiatives to ensure that all aspects of the patient experience meet the highest standards. Additionally, Dr. Merlino is leading efforts to positively impact employee experience to ensure that employees are engaged and satisfied, because positive employee engagement positively influences patient experience. Dr. Merlino also is the Vice Chairman of the Digestive Disease Institute and a staff colorectal surgeon, specializing in the treatment of colorectal cancer, inflammatory bowel disease and minimally invasive surgery. He is certified by the American Board of Colon and Rectal Surgery and the American Board of General Surgery and is a fellow of the American Society of Colon and Rectal Surgeons and the American College of Surgeons. Dr. Merlino received his medical degree from Case Western Reserve University School of Medicine, Cleveland. He completed his fellowship training at Cleveland Clinic and received the Clinical Fellow of the Year award in 2005. He completed his residency training at University Hospitals of Cleveland and his undergraduate studies in business administration at Baldwin Wallace University, Cleveland. The author and co-author of numerous articles in medical and peer-reviewed scientific journals, Dr. Merlino's research focuses on postoperative ileus, screening for colon and rectal cancer, and the treatment of intra-abdominal infections.

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Keynote, Moderator, Panelist, Workshop

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Health and Wellness, Health Care - Services, Health Care - Providers, Health Care - Facilities

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Patient Experience

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Cleveland Clinic, The Patient Experience

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## **Patient Experience**

Patient experience touches everyone; whether or not you have been a patient, someday you will be. Ensuring an exceptional patient experience is critical to driving not only satisfaction, but also safety, quality and value. Cleveland Clinic has differentiated itself through patient-centered care, under the leadership of Dr. Merlino. Dr. Merlino shares with audiences Cleveland Clinic's journey and how other healthcare systems and service industries can learn from this transformation.

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**Case Western Reserve University School of Medicine**

MD Medicine

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**Felicia Davis and Jessica Draddy**

?Thank you for speaking at the 9th Annual Customer Contact 2013, East: A Frost & Sullivan Executive MindXchange. Your contribution was significant, and we deeply appreciate the time and effort you invested in ensuring this year's event was indeed exceptional. Your hard work, dedication and commitment to excellence are evident from the following evaluation results we received on your session:" >Great ideas to share with peers how to develop culture like the concepts used to accomplish this. >Great energy, human, very good content. >Good message, really strong video message. >Excellent cross industry content for customer experience issues we all deal with.

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