

## Andréa Aken'Ova

### Director, Patient and Family Centered Care, Phoenix Children's

Andréa Aken'Ova currently serves as the Director of Patient and Family Centered Care for Phoenix Children's. Andréa's passion for the pediatric patient experience begins with her own experiences which drove her to pursue a career in healthcare. Prior to her onboarding at Phoenix Children's, Andréa served in enterprise leadership roles in digital & human experiences within CommonSpirit. She also served as a director of operations and cancer center administrator for Mercy Hospital Oklahoma City. Andréa is a lifelong learner and has worked to certify her expertise in lean/six sigma, customer success, and patient experience.

Her formal education includes a B.B.A. and healthcare M.B.A. from Baylor University and she has completed the didactic requirements for her doctorate in public health at Johns Hopkins, Bloomberg School of Public Health with plans to graduate in 2023.