

Evelyn Ferrer

Senior Director of Organizational Development & Patient Relations, Driscoll Children's Hospital

Evelyn Ferrer has over 20 years of experience in healthcare. In 2009, she joined the Driscoll Children's Hospital Patient Relations Department in Corpus Christi, Texas. Evelyn's leadership role as a patient relations director supports all patient hospitality initiatives, patient satisfaction efforts, and language access. She has been involved with the Driscoll Way Customer Service Approach system-wide since its development to its rollout to ongoing components, with more to come. Evelyn oversees the Grievance Committee, Driscoll Way Hero Committee, and Senior Leadership Patient Satisfaction Committee. She is also involved with the Family Advisory Board, Customer Service Steering Committee, Children's Physicians of South Texas Committee, and Quality and Process Improvement Committee. She is a member of the American College of Health Care Executives and cofounder and past president of Texas Association of Health Care Interpreters and Translators.

Evelyn is a native of Colombia, South America, where she earned a bachelor's degree in business administration in 1990, a master's degree in public administration from Texas A&M University in 2006, and a post-graduate certification in healthcare administration from Texas A&M in 2007.