

Shawna Grissom, M.S., CCLS, CEIM, CPXP

Director of Patient Family Experience

Children's Hospital Colorado

Shawna Grissom is the Director of Family Services at Children's Hospital Colorado, Colorado Springs. She is responsible for Patient Experience, Patient Relations, Child Life, Social Work, Spiritual Care, and Bereavement Programming for the Southern Colorado Region. Shawna holds a Master of Science in human development and family studies from the University of North Texas, and is a Certified Child Life Specialist and Certified Patient Experience Professional. She is a tenured leader in the field of child life and patient family experience, who has served as the child life director at St. Jude Children's Research Hospital for 12 years, worked as a child life specialist at both Monroe Carell Jr. Children's Hospital at Vanderbilt and Children's Medical Center Dallas. Shawna served on the Association of Child Life Professionals board of directors as the Treasurer, is currently a steering committee member for the Pediatric Experience Committee and a board member for the Southern Colorado Ronald McDonald House Charities. Shawna supervises the division of Family Services and implements de-escalation strategies for a safe and healing environment in an effort to improve the healthcare setting.