

## Shelby Chapman

### **Director of Patient Family Experience Children's Hospital Colorado**

Shelby Chapman is the Director of Patient–Family Experience at Children's Hospital Colorado. She has responsibility for the organization's patient experience strategy as well the hospital operators; health literacy program; and the Denver-metro visitor management, complaint/grievance, and medical interpretation programs. Shelby regularly partners with families and team members to ensure that Children's Colorado is continually improving the overall experience for families.

Shelby earned her M.A. in medical anthropology in 2011 and earned a graduate certificate in public health in 2013.