

Ms. Cooke has worked for 19 years with federally qualified health centers in various capacities and has more than 10 years of experience as an instructor in higher education. Ms. Cooke is also a graduate of the Institute for Healthcare Improvement's (IHI) Improvement Advisor program and has worked as a practice coach with numerous provider officers across the community, assisting with systems transformation, change management, and patient centered medical home recognition. Ms. Cooke is a certified trainer for the Institute of Healthcare Communication's *Treating Patients with C.A.R.E.* and *Empathy Effect* curriculums. At the North Coast Clinics Network, she serves as the Director of Education, leading clinical and operational educational opportunities and developing training curriculum on local and state levels for health professions students and staff. Ms. Cooke is passionate about and committed to creating a health system that supports both patients and staff and believes the foundation of this work resides in a curious mind, empathetic communication and teambuilding support.