



Rob Oliver presented his educational session *Robology 101: A Patient's Perspective on Quality Customer Care* during New England Association for Healthcare Quality's (NEAHQ) 2020 Winter Webinar Series. His presentation was honest, thoughtful, and realistic as he explained his own healthcare journey while providing valuable insight about how we as healthcare professionals can ensure an experience that is informative, proactive, and patient-centered. His humor and natural ability to connect with the audience had attendees engaged and appreciative for the awareness they were being gifted. He is a true advocate for patient-centered care, and is passionate about spreading his message. NEAHQ would welcome Rob back in a heartbeat, and look forward to working with him again in the future.

Alyson Mitchell

President

New England Association for Healthcare Quality