

Faculty Bio



Maysel Kemp White, PhD, MFT, FAACH

Founder

Healthcare Quality and Communication Improvement, LLC

Clearwater Beach, FL

Dr. Maysel Kemp White is a passionate advocate for improving the patient and family experience of care through compassion, collaboration, and culturally and linguistically appropriate care. Maysel is a Nationally recognized speaker, teacher and author on relationship-centered care. She has spent the last two and one-half decades as a serious learner of healthcare communication, relationship-centered care between providers and patients, shared decision making, interprofessional team development, and leadership development.

She is a passionate activist for patients and their families and those who serve them in healthcare contexts. She believes strongly that every patient has a story that needs to be told, heard, validated, and understood. There is no better patient experience than to have a clinician who listens, shows empathy, and provides enough information to help a patient make an informed choice about their health. At least that is what she wants and advocate for others!

Additionally, she is as passionate for the healthcare provider who wants to do the right thing, for the right person, at the right time. And, believes most everyone goes to work with the best of intentions. It is disheartening to hear that over 50% of physicians experience burnout and nursing is one of the most dangerous professions! And, her heart goes out to those over-performing significant contributors who feel like a “fish out of water” in the current healthcare climate. Maysel is a firm believer that if we don’t tend to our healthcare workforce and restore joy, we will never be able to provide a great patient experience.

Maysel works in collaboration with healthcare professionals to facilitate cultural transformation using relationship-centered and strengths based approaches. Dr. White served on the Board and as Vice President for Education for 10 years with the American Academy on Communication in Healthcare. Currently, Dr. White is the Founder of her consulting company Healthcare Quality and Communication Improvement, LLC. She received her Doctorate in Child and Family Development with a focus on Marriage and Family Therapy from the University of Georgia.