The HUMAN Remedy

KEYNOTE SPEAKER CHRIS MALONE DELIVERS COMPELLING HUMAN REMEDY INSIGHTS AND SKILLS

for Building More Trusting, Human, and Relationship-Centered Healthcare in the Age of AI



THE HUMAN REMEDY

Why Our Relationships Matter as Much as Medicine

Most of us assume that better healthcare depends mainly on better medicine, better technology, and better access to care. Yet even the most clinically excellent care can fall short when patients do not seek care early enough, disclose what matters, trust medical advice, follow treatment plans, or remain engaged over time.

Through original research with nearly 1.6 million patients and care providers, award-winning author, keynote speaker, and healthcare relationship expert Chris Malone shows that the future of health depends not only on clinical competence, but also on the warmth, trust, hope, belonging, and lasting relationships that make care work.

Drawing on his new book, *The HUMAN Remedy,* as well as his prior award-winning work with Princeton social psychologist Dr. Susan Fiske, Chris explains how two universal human judgments—warmth and competence—shape every healthcare relationship. These judgments influence whether patients feel safe, whether care providers feel purposeful, and whether healthcare organizations are able to deliver care that is both clinically excellent and deeply human.

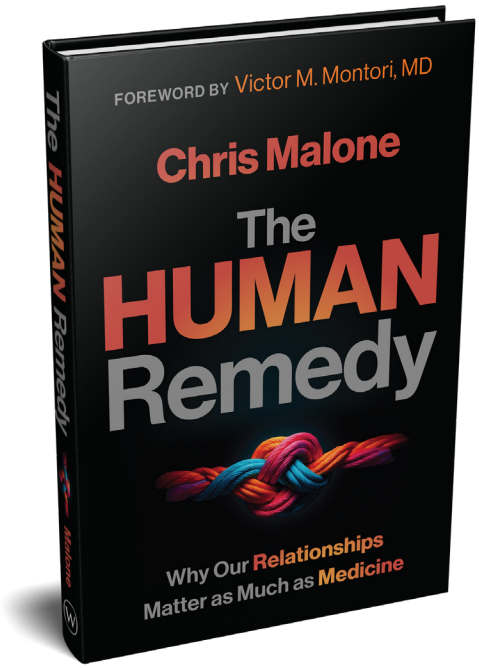
Audiences will be enlightened, challenged, and inspired to discover why relationship-centered care is not a sentimental ideal or a "nice to have." It is a practical, measurable, and increasingly urgent path to better patient engagement, stronger provider well-being, and healthier communities in the Age of AI.

Speaking Topics

The HUMAN Remedy:
Why Our Relationships Matter as Much as Medicine

The Future of Healthcare in the Age of AI:
Using Technology to Strengthen, Not Replace, Human Relationships

The CareStyles™ Advantage:
How Patients & Care Providers Can Build Better Healthcare Relationships



DURING CHRIS' COMPELLING AND PERSONALIZED SPEECHES, HE:

- Explains the warmth & competence model of social perception that drives over 80% of human behavior.
- Reveals the key findings from his original healthcare research with nearly 1.6 million patients and care providers.
- Shows why patient relationships can influence care engagement, treatment follow-through, preventive care, clinician well-being, and health outcomes.
- Shares moving stories and practical examples from patients, care providers, and leading healthcare organizations, including Mayo Clinic and other innovators.
- Introduces the four Care Engagement Styles that shape how different patients seek, trust, avoid, or partner in care.

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HERE'S WHAT EVENT PLANNERS ARE SAYING

"Chris Malone is a master of his craft, whether he is commanding a keynote stage, facilitating a high-impact workshop, or guiding deep conversations as a podcast host. At BII Health, we have seen firsthand how his HUMAN Remedy insights resonate across different formats to challenge conventional thinking about patient experiences and relationships.

His ability to transition from an inspiring speaker to a savvy workshop facilitator—and even a masterful podcast interviewer—is a testament to his versatility and professional depth. Chris doesn't just deliver content; he creates an experience that is intellectually stimulating, emotionally touching, and specifically tailored to the unique needs of the healthcare audience."

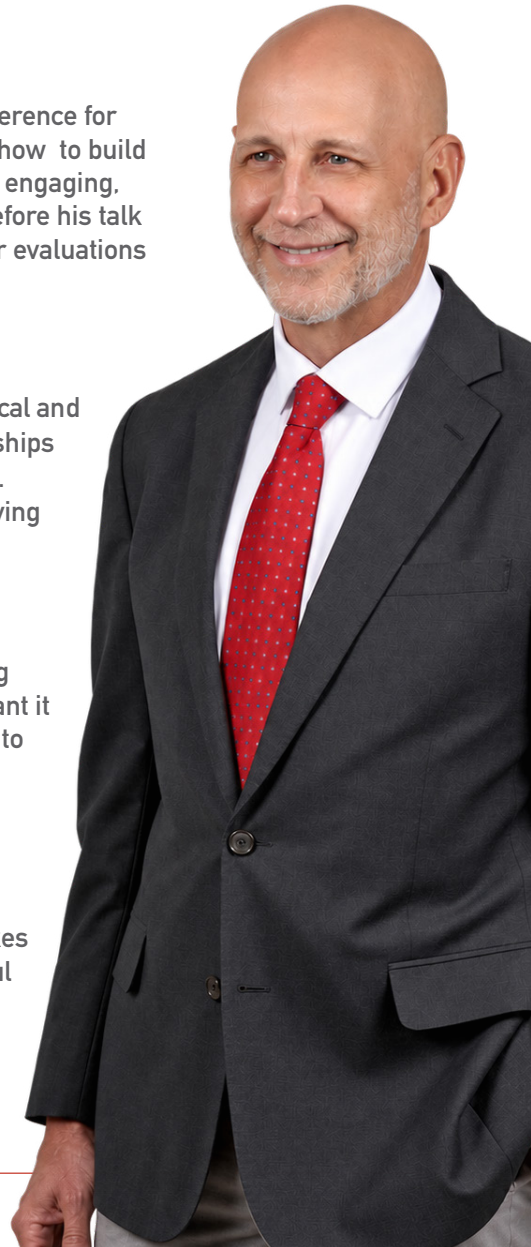
Ahamed Mussaffi, CEO
BII Health & The International PX Congress

"As a pediatric ICU doctor, I appreciated that Chris acknowledged the importance of competence, but what really resonated with me was the focus on heart. Even the presentation style felt more conversational and intimate. It felt like they were inviting the audience to share their perspectives and to learn from the research their team has done. It really was a discussion rooted in human purpose and fulfillment. Conveying that in a 30-minute presentation was impressive and made me feel like he genuinely cares about the people he's working with."

Dr. Harris Baden, Medical Director of Experience
Seattle Children's Hospital

"We invited Chris Malone to speak at our annual meeting, OR Excellence, a national conference for surgical facility leaders. Chris tailored an outstanding presentation for our group about how to build doctor and patient loyalty by displaying warmth and competence. His talk was flawless: engaging, informative and entertaining. Chris went so far as to interview a few of our attendees before his talk so that he'd have a genuine understanding of the challenges they're facing. The speaker evaluations confirmed what we already knew: Chris Malone is a four-star speaker."

Dan O'Connor, Conference Director
OR Excellence



"Chris Malone delivered an engaging and thought-provoking learning session for our clinical and administrative teams at InCare. His ability to connect the importance of human relationships with organizational performance and patient care resonated strongly with our audience. Chris combines practical insights, compelling stories, and a genuine passion for improving healthcare experiences, making him an impactful and memorable speaker."

Dr. Essam Ansari, MD, Founder & CEO
InCare Physician Group

"Chris joined us for our monthly Colleague Connection gathering and led a very inspiring discussion about warmth, competence and relationships in healthcare and how important it is not only for our patients, but our clinicians as well. The words were a great reminder to our organization that we all need to feel like we matter."

Rebecca Dillard, Chief Experience Officer
Your Health

"Chris Malone is a remarkably warm and compelling speaker. His genuine warmth immediately draws every audience member in, creating an intimate connection that makes even a large venue feel personal and welcoming. With heartfelt authenticity and masterful storytelling drawn from his work as an author, he delivers insights with such passion and clarity that listeners are utterly captivated from the first word to the last."

Tim Woodward, AVP, Environmental Services
Montefiore Health

The HUMAN Remedy

WHY OUR RELATIONSHIPS MATTER AS MUCH AS MEDICINE

PRAISE FOR THE HUMAN REMEDY

"***The Human Remedy*** is a compelling and timely book that powerfully demonstrates one of healthcare's most important truths: the quality of human relationships is not simply complementary to excellent care—it is foundational to it. Chris Malone provides actionable strategies for healthcare leaders and professionals to strengthen relationships, improve patient satisfaction and elevate the quality of care. It is an essential resource for anyone committed to advancing the human side of medicine."

Amy S. Oxentenko, MD, MACP, MACG, AGAF
Vice Dean of Practice and Chief Patient Experience Officer,
Mayo Clinic; and Professor of Medicine,
Mayo Clinic College of Medicine and Science

"***The HUMAN Remedy*** proves what every good clinician senses, but few can measure: relationships matter as much as medicine. Chris Malone turns warmth and competence into a practical roadmap for better care, better outcomes, and renewed purpose. Essential reading for anyone who leads, practices, or depends on healthcare."

Patrick McGill, MD, DHA, MBA, FAAFP
Network President and Chief Executive Officer,
Community Health Network

"Chris Malone doesn't just explain why relationships are the foundation of great healthcare — he grounds it in a framework that bridges the gap between the science of human connection and the operational realities of healthcare. He shows us exactly how to build warmth and competence at scale, offering a compelling and actionable path forward."

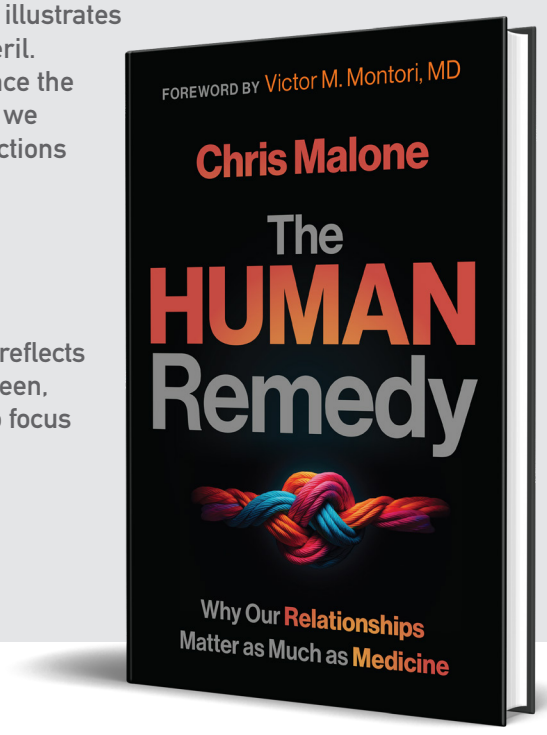
Sven Gierlinger,
SVP and Chief Experience Officer,
Northwell Health

"In the face of increasingly corporatized healthcare, ***The Human Remedy*** illustrates that we ignore the importance of humanism in medicine at our own peril. Chris Malone paints a realistic vision for how we can protect and enhance the future of healthcare through attending to human relationships, even as we embrace the efficiencies in access, diagnostics, and administrative functions that AI can bring."

Dana Gelb Safran, Sc.D.
Former President & Chief Executive Officer,
National Quality Forum

"Chris Malone advances our understanding about healthcare that better reflects what both patients and health professionals seek: where patients feel seen, respected and valued, and where health professionals feel supported to focus on caring for people."

Lawrence Hamilton,
Executive Vice President, Kaiser Permanente Medical Group and Professor of Practice,
UCL Global Business School for Health



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MEET CHRIS MALONE

AUTHOR, SPEAKER, ADVISOR

Chris Malone is an award-winning author, keynote speaker, researcher, and advisor who helps healthcare organizations build stronger relationships with the patients, families, and care providers they serve.

He is the founder of Fidelum Health and host of the Humanizing Healthcare podcast and webinar series, where he interviews healthcare leaders and innovators working to make care more compassionate, connected, and rewarding for all. His research and advisory work have focused on how warmth, competence, trust, hope, belonging, and relationships shape patient behavior, provider well-being, and organizational performance.

Chris is co-author, with Princeton social psychologist Dr. Susan Fiske, of *The HUMAN Brand: How We Relate to People, Products, and Companies,* which won multiple book awards and has been translated into several languages. His new book, *The HUMAN Remedy: Why Our Relationships Matter as Much as Medicine,* extends the warmth and competence model into healthcare, drawing on original research with nearly 1.6 million patients and care providers.

Previously, Chris was Chief Marketing Officer at Choice Hotels International, Aramark Corporation, and Goddard Systems, and he has held senior marketing and sales positions at leading organizations including The Coca-Cola Company, Procter & Gamble, and the National Basketball Association.

Today, Chris works with healthcare organizations and leaders to improve patient relationships, strengthen care team engagement, and create more human, relationship-centered care experiences. When time permits, he enjoys surfing and playing basketball. He lives in the Philadelphia area with his wife and family.



PAST SPEAKING VENUES

- Mayo Clinic: Experience in Healthcare Conference
- Beryl ELEVATE PX Conference
- NextGen Patient Experience Conference
- Planetree Person-Centered Care Forum
- PRC Healthcare Experience Summit
- International PX Congress
- Patient Experience Symposium
- IIEX Health Conference
- InCare Group Leadership Meeting
- Your Health Homecare Meeting
- Montefiore Health
- OR Excellence Conference
- Aga Kahn University Hospital System
- Santa Clara Valley Health System
- The Doctors Company

RECENTLY FEATURED BY

- Mayo Clinic Key Into Quality Podcast
- Medgate Today Magazine
- BII Health Magazine
- Healthcare Services Management Research
- NEJM Catalyst