

## Insights

# NICHQ Employee Spotlight: Maddy Schwartz

In celebration of over 20 years improving health outcomes for children, we're sharing  
insights from the NICHQ team.



**Full name and title:**

Maddy Schwartz, Project Specialist

**Years with NICHQ:**

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**How has your background/experiences led you to join a national children's health organization?**

I graduated from Tufts University with a degree in Biology and Community health. During my time at Tufts, I was on the varsity lacrosse team. We partnered with an organization called "Team Impact" that pairs children with chronic health conditions with varsity sports teams. Through this experience, I saw the challenges that families with medically complex health needs face. Combining my love for working with kids and my passion for creating healthy communities, I decided to join the team at NICHQ. I knew that working at an organization like NICHQ would fulfill my desire to help build lasting, equitable change in the children's health field.

**Favorite memory from a NICHQ project:**

My favorite part of my experience at NICHQ has been working on the [Florida Children's Medical Services Learning and Action Network](#). Throughout this project, we've been able to work with several hospitals in the state of Florida. I've worked closely with a diverse group of health care workers, such as physicians, social workers, and even patients and families. Seeing all these individuals dive headfirst into meaningful quality improvement work has been inspiring. I also have been lucky enough to work with the best NICHQ co-workers on that project (shout-out to Eliza Nelson & Sandra Widland)!

**Biggest lesson-learned when working on a quality improvement project:**

My team at NICHQ likes to use an Arthur Ashe quote when we approach quality improvement: "Start where you are. Use what you have. Do what you can." When we share this quote with our stakeholders, they usually let out a deep exhale. By promising teams to "meet them where they are," we build a culture of support and compassion. By laying this groundwork, we create more space and potential for improvement!

**Funniest thing that ever happened on a NICHQ project:**

I loved watching Kenn Harris (Sr. Project Director and Engagement Lead) and Isabel Zuckoff (Sr. Project Manager) race to eat apple cider donuts hanging from a string from the ceiling during our Halloween party last year. Oh, and also hoisting Sandra (Sr. Project Manager) up over a fence to identify her old apartment in Georgetown while on a Learning Session trip!

**What are you most proud of from your time with NICHQ?**

I'm proud of the authentic commitment and work NICHQ is doing to make our own team and our own work more anti-racist and equitable. I'm also really proud of the work my own project teams are doing to include and amplify family and patient voices.

**What are your goals for NICHQ's future?**

I hope NICHQ continues to be a fearless leader when it comes to creating lasting, equitable, and bold change in the children's health field.