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Ms. Van Niel manages the Massachusetts Alliance for Communication and Resolution following Medical Injury (MACRMI). She previously worked as the Manager of Patient Safety at Beth Israel Deaconess Medical Center in the department Healthcare Quality where she implemented one of the first Communication, Apology, and Resolution (CARe) programs in the state. Ms. Van Niel received her Bachelor of Arts degree from Harvard University and her Master’s in Business Administration from Villanova University with a concentration in healthcare management.