Stanford



Rachyl Leonor Pines

Instructor, Medicine - Primary Care and Population Health

Bio

BIO

Rachyl Pines PhD, focuses on improving the patient experience and increasing provider professional fulfillment through coaching, consults, and communication trainings. Rachyl conducts and oversees research and evaluation to add to the body of knowledge on relationship-centered care and communication in healthcare.

Prior to joining Stanford, Rachyl was a Research Scientist at Cottage Health Research Institute at Santa Barbara Cottage Hospital where she supported pediatric, behavioral health, population health, women's services and RN-led research at the hospital. Her other experience includes a brief postdoctoral fellowship with the Terasaki Institute for Biomedical Innovation and UCLA, focused on patient education and equity in renal replacement therapies and a Visiting Researcher position with Tufts University School of Medicine. She also serves as an executive officer for the International Association of Language and Social Psychology.

She received her MA and PhD in Communication from University of California, Santa Barbara with a focus in health communication. Her dissertation focused on training healthcare staff to better communicate with aggressive patients to prevent workplace violence. In addition, Rachyl has received grant-funding for international projects about intercultural differences in patient preferences for decision-making power with their providers.

ACADEMIC APPOINTMENTS

- Instructor, Medicine - Primary Care and Population Health

ADMINISTRATIVE APPOINTMENTS

- Fellow, International Research Center for the Advancement of Health Communication, (2020- present)
- Executive Officer, International Association of Language and Social Psychology, (2017- present)
- Associate Editor, Psychology of Language and Communication, (2023- present)
- Senior Manager, Patient Experience, Stanford Health Care, (2022- present)

Publications

PUBLICATIONS

- **Caring Science-Human Caring Culture and Magnet®-Aligned Nursing Behaviors: Contributions to Patient Experience Outcomes.** *The Journal of nursing administration*
  Hernández, G., Lough, M. E., Yan, A., Bradley, K., Pines, R., Munro, C. A., Watson, J., Beatty, D. E.
  2026
- **Virtual Reality Therapeutic Art for Adult Hospitalized Patients and Caregivers: A Mixed-Methods Project.** *Journal of patient experience*
  McDaniel, S., Pines, R., He, E. M., Collins, F., Arshad, F., Menendez, M., Prabhu, V. G., Caruso, T. J.
  2025; 12: 23743735251330467

- **Investigating Patient Preferences for Their Doctor's Communication Strategies Across Cultures Using Communication Accommodation Theory** *JOURNAL OF LANGUAGE AND SOCIAL PSYCHOLOGY*
  Pines, R., Mallard, Y., Jones, L., Sheeran, N.
  2025
- **Applying dynamic dyadic systems to explore features of relationship-centered care among Spanish and non-Spanish speaking patients.** *Patient education and counseling*
  Haverfield, M. C., Li, Y., Pines, R., Kyte, T., Titova, D., Theiss, J. A.
  2025; 134: 108650
- **Evaluating the Impact of an Inpatient Therapeutic Bedside Music Program on the Care Experience** *JOURNAL OF PATIENT EXPERIENCE*
  Mcdaniel, S., Pines, R.
  2025; 12: 23743735251330699
- **Insights on the Future Priorities of Patient Experience Research as Care Experience Research** *JOURNAL OF PATIENT EXPERIENCE*
  Pines, R.
  2025; 12: 23743735251380945
- **Evaluating the Implementation of a Relationship-Centered Communication Training for Connecting With Patients in Virtual Visits.** *Journal of patient experience*
  Pines, R., Haverfield, M. C., Wong Chen, S., Lee, E., Brown-Johnson, C., Kline, M., Weimer-Elder, B.
  2024; 11: 23743735241241179
- **Healthcare Professionals' Emotional Labor and Management of Workplace Violence with Underserved Patients in the Safety Net Context** *HEALTH COMMUNICATION*
  Pines, R., Myers, K. K., Giles, H.
  2024; 39 (8): 1558-1567