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Dr. Merchant serves as the Vice President and Chief Transformation Officer for the University of Pennsylvania Health System. She is also a tenured Professor of Emergency Medicine at the University of Pennsylvania Perelman School of Medicine, with secondary appointments in the Department of Anesthesia and Critical Care, Division of General Internal Medicine, and Division of Health Policy.

In her role as Vice President and Chief Transformation Officer, Dr. Merchant focuses on driving organizational change by shifting mindset, culture, and technology to address emerging challenges and opportunities. Her impactful work includes advancing care beyond hospital settings, leveraging automation to ease clinician workloads, enhancing workforce wellbeing and mental health, and integrating healthcare delivery science into health system operations.

Her contributions have been highlighted in publications such as *Wired*, *The Economist*, *The New York Times*, and *The Atlantic*. Dr. Merchant is a member of the editorial board of *JAMA*. She was recognized by Becker's Healthcare on the Chief Transformation Officers to Know list in 2023 and 2024. Additionally, she is an Aspen Health Innovators Fellow, a member of the National Academy of Medicine, and was named by the Robert Wood Johnson Foundation as one of ten individuals likely to significantly impact the future of health and healthcare in the US.

Dr. Merchant earned her BA from Yale University, her MD from the University of Chicago Pritzker School of Medicine, and a Master of Science in Health Policy Research from the University of Pennsylvania.