



## RENEE ROUNTREE, MHA, FACHE

Speaker & Coach, Integrated Loyalty Systems

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For the past three decades, Renee Rountree has grown and led successful departments in healthcare. We are very fortunate that now, she is sharing her secrets of success, her expertise and her knowledge with us.

Renee exploded through the ranks at Riverside Health System in Newport News, Virginia. Due to her success at posts with the Riverside Life Long Health and Riverside Walter Reed Hospital, she was promoted to Vice President/Administrator of Riverside Rehabilitation Institute.

Following that, she held the esteemed position of Vice President of Trauma and Emergency Services, a Level II Trauma Center. Riverside employs over 8,000 employees including 430 clinical providers as part of Riverside Medical Group. It operates five acute care hospitals, a Rehabilitation Hospital, and a Behavioral Health Center. Also, it has a Medical Education hub for Family Practice and OB/GYN residency programs, and the Riverside School of Health Careers.

If that isn't enough, Renee also served as co-chair of Riverside's Care Council, a speaker for the Caring Out Loud program, and executive sponsor/speaker for its Team Up for Safety program. She culminated her career at Riverside as the Patient Experience Officer.

After 15 years at Riverside, Renee joined Integrated Loyalty Systems (ILS), a company on a mission to help *elevate the human side of healthcare*. ILS shares how to build world-class patient experiences by helping organizations design and execute patient-driven cultural blueprints, define the companies' patient experience strategy, and map out and operationalize the ideal patient and employee experience.

Today, Renee is a top coach and facilitator for the ILS team, bringing her industry experience to a national audience, and co-facilitating ACHE (American College of Healthcare Executives) 2-day Cluster workshops with ILS President, Jake Poore, around the country.

Currently, Renee holds the position of Business Development Director for InQuicker, out of Nashville, TN, with a mission to reinvent the Patient Experience through online scheduling. Ms. Rountree serves as a member of her local Chamber of Commerce, the Rotary Club of Smithfield Virginia, and the American Heart Association executive leadership team.

In her free-time, Renee enjoys cooking and cheering her kids on at their sporting events. She lives in Virginia with her husband and their two beautiful children.

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