



KWESI JOHNSON

Vice President, Integrated Loyalty Systems

With more than 20 years of healthcare experience, Kwesi Johnson has a wealth of knowledge within the industry ranging from first line clinical staff, consulting/coaching, sales and marketing, and operational management.

Kwesi began his career as a respiratory therapist in the hospital and Durable Medical Equipment (DME) settings. After years of bedside care he decided to transition his focus on ways to improve healthcare processes. As a hospital consultant, Kwesi has worked with health systems to implement strategies to improve efficiency, increase employee and customer satisfaction, optimize cost savings and revenue generation for his clients. Some of those organizations include: University of Pennsylvania, Intermountain Health, Bryan Health, University of Wisconsin Health, Froedtert Health, Allina Hospitals, Dignity Health, Memorial Care Health System, Eastern Maine Medical Center, and Poudre Valley Health System.

His highly engaging and energetic communication style allows him to captivate his audience to present best practices and insights for organizational effectiveness. Often complimented for his ability to bring data to life, Kwesi has expertise in utilizing both quantitative and qualitative data to tell a compelling story. He can clearly connect the dots of organizational change to go beyond complex data reports to how to actually improve outcomes for the client, and ultimately their patients. This passion and skill for process and performance improvement spurs him to coach leadership teams on how create a culture that proliferates patient satisfaction and employee engagement.

Most recently, Kwesi served as General Manager for American Home Patient (DME). While there, Kwesi implemented several key best practices that earned him "Achievement Awards" for record-setting revenue growth and patient service excellence.

Kwesi serves on the Board of Director for The Academy of Ability, a school dedicated to assisting children with disabilities. Additionally, Kwesi is a board member for The Finley Project, which is a non-profit organization that helps grieving mothers with the loss of a child. These organizations are near and dear to his heart, particularly as he works with ILS to elevate the human side of healthcare, as he has experienced the loss of his youngest son as an infant as well as parenting a daughter with Down Syndrome.

Kwesi lives in Ocoee, FL with his wife Chelsea. He is the proud father of their five beautiful children, and manages to also have a golden-doodle pup named Hitch. While away from work, Kwesi enjoys cardio kickboxing, road cycling, reading, cooking gourmet meals, and serving at his local church.

OFFICE

13538 Village Park Drive
Suite 120
Orlando, FL 32837

PHONE

407.859.2826

EMAIL

Kwesi.Johnson@WeCreateLoyalty.com

WEB

www.WeCreateLoyalty.com

FACEBOOK

Integrated Loyalty Systems

TWITTER

@ILSLoyalty

YOUTUBE

Integrated Loyalty Systems



INTEGRATED LOYALTY SYSTEMS

Solutions for Elevating the Human Side of Healthcare