



CHARTALAY (CHAR) LEARSON

Vice President, Integrated Loyalty Systems

Char Learson is the leader every team wishes they had. She is an expert in her field with more than 15 years of professional experience in healthcare leadership including geriatrics, palliative care, rheumatology, endocrinology, internal medicine, cardiology, pulmonary critical care, and more. A strong and passionate leader, Char has been successful in part because she knows the secret to leading effective teams lies in building and strengthening the relationships between and among her employees. Char takes a creative approach when faced an operational or administrative challenge and engages employees in using their self-determined Operational Priorities to come with a solution.

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Since 2014, Char has served as the subject matter expert on Patient Experience at Dignity Health Medical Foundation. She serves on 19 committees and steers seven of them including the Physician Ambassador program, Service Recovery, and several committees which continue to pave the way for changing culture for the better in healthcare.

For the past decade, Char has worked with Mercy Medical Group and Dignity Health in many different capacities from lead, analyst, referral coordinator for nine medical specialties, supervisor for seven medical specialties, interim manager for 19 medical specialties, and in her current role as Clinic Operations Manager for seven medical specialties. Much of the work Char focuses on encompasses elevating the patient and employee experience in order to improve quality and morale.

Prior to working with Dignity Health, Char worked as an activity coordinator for a dementia and Alzheimer's unit in Woodland, California and also enjoyed working in the psychiatric field as a resident coordinator for high risk adults.

In her free-time, Char enjoys hiking, swimming, cooking and leading the hospitality ministry at her church. She lives in Sacramento, California with her husband, and their five children.