



ACHE Faculty

Jake has been a facilitator of one of the most popular ACHE 2-day Cluster programs since 2009.

ACHE Congress speaker

American Hospital Assn

Board Trustees Conference

Rural Hospital Conference

Annual Conference in DC

Press Ganey Annual Conference

NRC Picker Annual Conference

State Hospital Associations' Keynote Speaker

Illinois - 2013

Massachusetts - 2013

Minnesota - three in 2014

New York - 2014

North Dakota - 2014

Pennsylvania - 2014

Oklahoma - 2014

Kentucky - 2014, 2017

Tennessee - 2014

Georgia - 2015

Utah - 2015

Iowa - two in 2015

West Virginia - 2015, 2017 (booked)

Louisiana - 2015

Colorado - 2015

South Carolina - 2015, 2017

Arizona - 2015

Nebraska - 2015

Indiana - 2015

Missouri - 2015

Texas - 2016

Kansas - 2017

North Carolina - 2017

JAKE POORE - EXPERIENCE

President & Chief Experience Officer, Integrated Loyalty Systems

Jake's Keynotes & Speeches (these are only a select few of them...)

- ▶ ACHE (American College of Healthcare Executives) 2-day Clusters workshops to C-suite executives:
 - Baltimore - Oct 2009, Las Vegas - Feb 2010, New York - Aug 2010, Baltimore - Oct 2010, Seattle - Aug 2011, Orlando - Dec 2011, Beaver Creek - Feb 2012, Atlanta - Sept 2012, Las Vegas - Feb 2013, Savannah - Sept 2013, Chicago - March 2014, New Orleans - May 2014, Austin - Oct 2014, Marco Island - Jan 2015, Seattle - July 2015, Dubai - January 2016, Kiawah Island - April 2016, Puerto Rico - June 2016, Washington DC - Sep 2016, Las Vegas - May 2017, Savannah - Sept 2017 (booked)
- ▶ ACHE Congress - Sessions in 2010, 2013, 2014, 2015, 2016, 2017
- ▶ ASHE/PDC Summit, San Diego - March 2016
- ▶ Mayo Clinic - Sept 2004, May 2016 (broadcast to all sites worldwide)
- ▶ Press Ganey National Client Annual Conference 2009 - standing room only
- ▶ Kaiser Permanente locations:
 - ▶ Santa Clara- 2011, 2012, 2013; Walnut Creek- 2012; South Sacramento- 2012; Northwest in Portland- 2013; Regional- 2012; Revenue Cycle- 2013; San Jose- 2016
- ▶ OhioHealth - April 2012
- ▶ HealthSouth Annual CEO Meeting, Phoenix, AZ - Sept 2012
- ▶ BrightStar - April 2013, Oct 2013, Oct 2014
- ▶ Penn Medicine - Jan 2014, July 2014
- ▶ Carolinas HealthCare System Summit - Charlotte, NC - Aug 2013
- ▶ HCD-Healthcare Design.13 Annual Conference, Orlando - Nov 2013
- ▶ Staten Island University Hospital - Nov 2010
- ▶ Blue Ridge Healthcare - Nov 2005, Feb 2006, May 2006
- ▶ War Memorial Hospital, MI - July 2010
- ▶ HCR Manorcare - May 2013
- ▶ Sharp Healthcare, CA - Sep 2002
- ▶ Johns Hopkins University - Aug 2003
- ▶ HFAA (HC Food Admin Assoc), New York - May 2011
- ▶ HCap Conference, Washington DC - Nov 2008
- ▶ Tricare Military Healthcare Conference, New Orleans - July 2011
- ▶ Healthcare Food Service Assn Annual Conference, Texas - June 2010
- ▶ SHSMD (Society for HC Marketing & Strategy Devlpmt) - July 2013
- ▶ Department of Defense, VA - Oct 2015
- ▶ KSHE Healthcare Coalition Conference - Oct 2015
- ▶ Capital Digestive Care - May, Aug, Nov 2016
- ▶ Schneck Medical Center - Nov 2016
- ▶ Behavioral Health Conference in Syracuse - March 2016
- ▶ Lutheran Medical Center - Dec 2015, March & May 2016
- ▶ MedTronic Annual Conference - 2016
- ▶ Children's Mercy Hospital - June 2016
- ▶ Optima Healthcare - 2016 & 2017 (booked)
- ▶ ProAssurance - 2016 & 2017
- ▶ Advocate Healthcare - January 2014, October 2016
- ▶ Baylor Heart & Vascular Hospital, Baylor Plano Heart Hospital - both in 2016
- ▶ Baptist Hospital - October 2016
- ▶ AzHHA Conference - October 2016
- ▶ Irwin Army Community Hospital - Jan 2017



INTEGRATED LOYALTY SYSTEMS Solutions for Elevating the Human Side of Healthcare



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Here are a few places where Jake and his team have consulted / trained on improving patient and family member experiences:

- ▶ Dignity Health:
 - ▶ Mercy Medical Group, Sacramento, CA
 - ▶ Woodland Clinic, Sacramento, CA
 - ▶ Dignity Health Medical Group, 57 sites across the state of California
 - ▶ Data Drive Operations
- ▶ Baystate Health, Western Massachusetts:
 - ▶ Breast & Wellness Center
 - ▶ Franklin Medical Center and Northern Region
 - ▶ Children's Hospital
 - ▶ Radiology
 - ▶ Northampton Ambulatory Center
 - ▶ South Hadley Adult Medicine
 - ▶ Women's Health
- ▶ Ochsner, New Orleans, LA
- ▶ Riverside Health System, Newport News, VA
- ▶ Penn Medicine, University of Pennsylvania Health System, Philadelphia, PA
- ▶ Vanguard / Abrazo Health Care, Phoenix, AZ
- ▶ Lehigh Valley Health System, Allentown, PA
- ▶ Cigna Health System, Phoenix, AZ
- ▶ Jersey Shore University Medical Center, Neptune, NJ
- ▶ Sacred Heart Hospital, Allentown, PA
- ▶ Sheltering Arms Hospital, Richmond, VA
- ▶ Orange Regional Medical Center, Middletown, NY
- ▶ MedStar VNA, Washington, DC
- ▶ BJC Healthcare Progress West, St. Louis, MO
- ▶ Berger Health System, Circleville, OH
- ▶ University of Colorado Hospitals, Denver, CO
- ▶ Holy Spirit Hospital, Camp Hill, PA
- ▶ Christ Hospital, Cincinnati, OH
- ▶ Christus Health, Corpus Christi, TX
- ▶ Rochester General Hospital, Rochester, NY
- ▶ National Rehabilitation Hospital, Washington, DC
- ▶ Rehabilitation Institute of Michigan, Detroit, MI
- ▶ Kaiser Permanente Santa Clara Medical Center, Santa Clara, CA
- ▶ SCL Health's Lutheran Medical, Wheat Ridge, CO
- ▶ Augusta Health, Fishersville, VA

