



BAILEY FIGUEROA

Facilitator, Integrated Loyalty Systems

With experience as an Operations Lead and Clinic Operations Supervisor with one of the country's leading healthcare networks, Bailey has more than a decade of experience in the healthcare industry. Her expertise in growing patient-centric cultures stems from her comprehensive involvement with clinic operations, information technology, training, human resources, and administration.

Bailey currently serves as a Facilitator with Integrated Loyalty Systems (ILS), a company on a mission to *elevate the human side of healthcare*. She translates the science of customer experience as modeled from companies such as Disney, Ritz-Carlton, Southwest Airlines, and Zappos, applying the principals of their success to the healthcare industry. Drawing upon her experience with the Dignity Health Medical Foundation in California, Bailey conducts training and Cultural Blueprint Workshops for hospitals and healthcare networks across the country.

When she first joined Dignity Health, Bailey performed multiple functions related to patient scheduling, referrals, registration, and insurance. She eventually became a Systems Trainer, where she delivered highly effective training and support across various clinics, in addition to facilitating New Employee Orientation. As her experience with the organization grew, she was promoted to the position of Operations Lead, where she identified opportunities to engage team members through reviewing metrics across multiple departments. As Dignity Health's mission is to promote Humankindness, Bailey's focus was on the continual improvement of the patient experience.

After seven years with Dignity Health, Bailey was once again promoted, this time to the role of Supervisor of Clinic Operations, where she managed both off-stage and on-stage operations. One of Bailey's favorite roles was as a coach, where she worked with the team to enhance customer service and ensure fantastic experiences for both patients and team members. Drawing upon her background, she successfully translated patient feedback into service recovery processes, identified potential team members based on contributions to the patient experience, and supported efforts to ensure patient access to affordable, quality healthcare.

When not working, Bailey enjoys spending time with her family, camping, being outdoors, and spending time at the beach. She lives in Sacramento, California with her husband and three children.

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INTEGRATED LOYALTY SYSTEMS *Elevating the Human Side of Healthcare*