



# JAKE POORE

President & Chief Experience Officer, Integrated Loyalty Systems

Unlike typical trainers or keynote speakers, Jake Poore spends most of his time in the trenches of healthcare, working side by side clinical and non-clinical care team members on every step of the patient experience. You may find him shadowing a nurse on a medical-surgical floor, observing pre-op surgery, secret shopping the waiting room of a doctor's office or conducting patient focus groups.

As Founder and President of ILS, Jake knows what it takes to create and maintain a world-class service organization. He should... he spent nearly two decades at the Walt Disney World Company in Florida helping to recruit, hire, train and align their 65,000 employees toward one end in mind: creating memorable experiences for individuals, not transactions for the masses. In 1996, Jake helped launch the Disney Institute, the external training arm of Disney that sold its business secrets to the world. 80 percent of the people who attended the Institute were from healthcare...and Jake's passion for helping to improve healthcare began.

Just after September 11, 2001, Jake launched Integrated Loyalty Systems, a company on a mission to help elevate the human side of healthcare. Since then, Jake and his team of experts have been sharing the organizational blueprints needed to build world class patient experiences by helping them design and execute patient-driven cultural blueprints, define the companies' patient experience strategy and map out and operationalize the ideal patient and employee experience.

ILS has successfully helped numerous healthcare organizations make cultural transformations including: Kaiser Permanente, Cigna Medical Group, Augusta Health, Dignity Health and their 75 medical practices, Baystate Health, Penn Medicine, Ochsner Health System, National Rehabilitation Hospital, and BJC Healthcare's ProgressWest Hospital.

Since 2009, Jake has been faculty for the American College for Healthcare Executives (ACHE) teaching a 2-day course sharing the blueprints for designing world-class cultures that drive exceptional patient experiences. In 2018, Mayo Clinic presented him with the prestigious Ozmun Award in Administrative Excellence.

Most recently, Jake published *"99 Lessons Learned From Disney To Improve The Patient Experience"*, which provides real world strategies for implementing Disney's world-class service into healthcare.

In his free-time, he enjoys sailing, golf, and photography. He lives in Orlando with his wife and their three beautiful children.

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## LINKEDIN

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## FACEBOOK

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## YOUTUBE

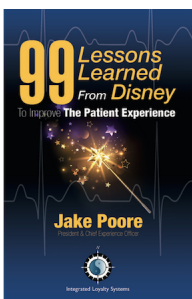
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## INSTAGRAM

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## Jake has a book!

[www.store.WeCreateLoyalty.com](http://www.store.WeCreateLoyalty.com)



**Integrated Loyalty Systems**

*Elevating the Human Side of Healthcare*