



# CHARTALAY (CHAR) LEARSON

Vice President, Integrated Loyalty Systems

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Char Learson is the leader every team wishes they had. She is an expert in her field with more than 16 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. As a leader and ILS coach, Char takes a creative approach when faced with an operational or administrative challenge and engages employees in using their self-determined Operational Priorities to come with a solution.

Prior to working at Integrated Loyalty Systems (ILS), Char 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 as Clinic Operations Manager for nine medical specialties. As the subject matter expert on Patient Experience at Dignity Health Medical Foundation, she served on 19 committees and steered seven of them, including the Physician Ambassador program, Service Recovery Process, and several committees which continue to pave the way for changing culture for the better in healthcare.

Prior to Dignity Health, Char was an activity coordinator for a dementia and Alzheimer's unit in Woodland (CA) and a resident coordinator for high risk adults in the psychiatric field.

At ILS, Char has used her amazing skills to train and coach hundreds of team members at healthcare organizations, including Henry Community Health, WMC Health (Westchester, NY), Capital Digestive Care's physician clinics (DC), UCSF Benioff Childrens Hospital (CA), and Methodist University Hospital (TN). She was also a compelling keynote speaker at the 2018 Beryl Institute Conference for Patient Experience.

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.

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