



# CAPITOL CITY SPEAKERS BUREAU

*We help you thrill your audience!*

---



## **Jake Poore**

*Travels from:* **Florida**

*Fee Range:* **\$7,501 - \$10,000**

---

Unlike typical speakers, Jake Poore spends most of his time in the trenches of healthcare institutions. You may find him shadowing a physician in the emergency department, learning of the needs of the sterile processing department or the delivering food with the food service team.

As Founder and President of Integrated Loyalty Systems, 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 Company helping to train and align 65,000 employees toward one end in mind: creating memorable experiences for

individuals, not masses.

Jake has spent the past 15 years fine tuning those blueprints by adding best practices from leaders in service, like Southwest Airlines and Ritz-Carlton Hotels, and applying them to more than 100 top healthcare organizations. Through leadership retreats and hands-on workshops, Jake and his team of experts are dedicated to helping organizations achieve their goals in the areas of designing and executing cultural blueprints, defining the companies' service strategy and mapping out and operationalizing the ideal customer and employee experience.

In 2001, Jake launched Integrated Loyalty Systems and for the past 12 years, Jake and Team ILS have helped many healthcare organizations make successful cultural transformations including: Kaiser Permanente, Baystate Health, Cigna Medical Group, Vanguard Health System, Penn Medicine, Ochsner Health System, and National Rehabilitation Hospital. In addition, ILS has contributed to creating patient-centric architectural blueprints for organizations like the University of Colorado Hospitals, Jersey Shore University Medical Center, and BJC Healthcare's Progress West Hospital.

Jake is faculty member for ACHE and teaches a 2-day course on the Chief Experience Officer and patient experiences. In his free-time, he enjoys sailing, golf and photography. He lives in Orlando with his wife and their three beautiful children.

### *Most Requested Programs...*

- Creating Exceptional Patient Experience: Every Patient, Every Day
- The Leader's Role in Building and Sustaining Exceptional Patient Experiences
- The Power of Leadership Storytelling