



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. Team ILS has successfully helped many 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 He...

## Testimonials

□ I heard Jake's presentation (several years ago) at Staten Island University hospital and I remain changed by it. □

- Sr. Admin. Director - Medicine, Lenox Hospital .

□ There are storytellers who come in, and you think, oh, that's a sad story, but they leave and you say, so what? Jake Poore has the ability to tell a story and get every person who hears it to realize the "so what"- how I apply that in my role no matter who I am □

- Mayo Clinic.

### Jake Poore

### Speech Topics

- Virtual Keynotes
- Sales
- Peak Performance
- Motivation
- Management
- Leadership

