

Lesley Wilson, MA



As associate chief experience officer, Lesley Wilson oversees the research, design and implementation of initiatives and programs that improve the experience of patients, guests, and team members at UC San Diego Health. She is also responsible for analyzing patient feedback data to inform the design and development of experience-related goals and objectives, ensuring that these are implemented throughout the health system. In addition to creating vision and strategy for Experience, she leads many operational areas that focus on patients and guests.

UC San Diego Health's Office of Experience Transformation guides the organization in creating an environment of exceptional care for patients, families, physicians and team members. Ms. Wilson was instrumental in implementing *Leading the Way*, an immersive experience for team members focused on Unifying, Connecting, Seeing, and Discovering within the UC San Diego Health community.

Ms. Wilson joined UC San Diego Health in 2015 and most recently was the interim associate chief experience officer and director of patient and guest services at UC San Diego Health.

She brings to her position more than 20 years of experience in building service excellence programs. She has extensive expertise in leading and developing team members, leading large technology implementations and related process improvement, as well as teaching and training.

Prior to UC San Diego Health, Ms. Wilson served in various roles at Sharp HealthCare. She achieved her Lean Six Sigma Black Belt from UC San Diego, holds a Master of Arts in English from University of Kansas, and a BA in English from University of San Diego.