



KEVIN W. FREEMAN

Patient Advocacy

Kevin W. Freeman is a seasoned healthcare professional with over 16 years of experience successfully ensuring optimal operations while establishing internal and external customer rapport. He's a proven implementation specialist with a cross functional background in business administration and operational strategies which has built his reputation as an accomplished leader.

Over the past decade, Kevin has served as an independent Patient & Family Experience Consultant who provides service excellence training to healthcare organizations that want to create a stronger service culture and build loyal relationships with their customers. Kevin customizes program policies and procedures to align with the organization's standards which measurably improve their quality of service. He's a proven implementation specialist who reinforces personalized messages with humor, passion, enthusiasm and authenticity.

With an extensive background in the hospitality and healthcare industry, Kevin understands the importance of creating a stronger service culture and has the ability to get front line leaders, physicians, and staff members engaged into exceeding their organization's service excellence expectations. His service commitment is helping healthcare organizations translate their culture into a workplace climate that inspires excellence as he's an energetic "reality speaker" who can motivate your entire team to greater heights.

Outside of his professional work activities, Kevin remains very active volunteering countless hours facilitating community outreach programs within disinvested communities that span from the southwest side of Chicago to the southwestern Caribbean Islands. He's currently the President of the Alumni Association Board of Directors for Robert Morris University Illinois (Roosevelt University), former Brand Ambassador for United Way of Metro Chicago and former Chairman of the Board for the South Chicago YMCA of Metro Chicago. He has a middle school son that enjoys giving back to those in need.

For consulting or speaking engagement opportunities please

📞 (312) 375-8353 ✉️ kevin@kevinwfreeman.com 🌐 www.kevinwfreeman.com