



Kristen Wheeler

Senior Vice President, Member Engagement
Quantum Health

Quantum Health's Care Coordinators, also referred to as Healthcare Warriors™, are known for being exceptional listeners, creative problem solvers and seasoned collaborators – and that's, in large part, due to Wheeler's leadership. She enthusiastically leads Quantum Health's pod operations, clinical engagement, training and quality coaching, and vendor partnerships teams in creating a world-class experience for every member the company serves. Her understanding of the consumer experience has paved the way for Quantum Health's Warriors™ to do what they do best: navigate healthcare with empathy and care.

Wheeler thrived in multiple member engagement roles at Quantum Health before elevating to senior vice president. Her deep understanding of the consumer experience comes, in part, from her background in retail. She was in store operations at a large specialty retailer for more than a decade where, as regional manager, she led a team of 10 district managers and more than 60 stores. It gave her valuable insights into leading large teams to deliver outstanding consumer experiences, as well as recruitment, onboarding and successful operational execution.