Jacqueline McCarthy

Senior Director, Employee Experience

Hometown: Patchogue, New York

Favorite genre of music: It’s a tie! House and Rap

Favorite TV show: Chef’s Table

Professional book recommendation: “Drive” by Daniel H. Pink

Three adjectives that best describe her: Honest, Spirited, and Conscientious

Jacqueline McCarthy is an advocate for people centered business and a cultivator of employee engagement and customer loyalty. Jackie advises business leaders in transforming and enhancing their organizational culture by connecting more deeply with the expressed and unexpressed desires of their customers and their workforce.

Jackie currently serves as the Senior Director for Employee Engagement at Northwell Health. Over the past decade, Jackie has helped lead healthcare organizations to new heights in patient experience, with many areas and specialties reaching and sustaining performance at or above the 90th percentile nationally.

Jackie has collaborated with executive leadership in premier healthcare institutions such as Northwell Health and New York Presbyterian Hospital to engage and empower healthcare teams to lead the patient experience movement and create a work culture where caregivers can provide the highest quality, most compassionate care.  Her contributions include strategy development, experience measurement, analytics, data visualization, storytelling, large scale education, facilitation, journey mapping, experience design and cultural transformation through positive psychology.

Jackie is a six sigma green belt and has a master's degree in psychology with a concentration in industrial organizational psychology from Adelphi University.

Jackie is a mother of two little girls and one fur baby named Kingsley. She is a yogi, foodie, avid reader, Brene Brown fanatic, Tesla enthusiast and aspiring Peloton user. She loves to travel to eat (yes you read that right, food tourism is a thing) with her husband Michael who is a jet and helicopter pilot.