

Toya Gorley

Improvement Advisor, NRC Health

With more than 20 years of experience in the healthcare industry, Toya is responsible for working with NRC Health's premier partners to gain a greater understanding of pain points in real practice, and to develop and deliver improvement resources that help organizations turn aspirations into actions on the front lines.

Toya has a successful track record of working with healthcare executives, physicians, and nursing staff to define and achieve specific business objectives. She also has a passion for improving the experience for patients, families, and healthcare employees. Toya's career in patient experience began at Cleveland Clinic where she served as a Project Manager in the Office of Patient Experience and was promoted to Director of Service Excellence. Toya helped to build a start-up patient experience consulting practice that partnered with health systems across the country to develop and implement patient experience strategies.

Toya has a B.S. in business finance and marketing from Miami University, Oxford, Ohio, and an M.B.A. from Baldwin-Wallace College, Berea, Ohio.