



Kenneth G. Poole, Jr, MD, MBA

Kenneth Poole Jr is the senior medical director for patient and provider experience at Optum Care. In this role he is responsible for leading and championing the patient and provider experience pillars of the Quadruple Aim for Optum Care, ensuring that any person who visits and/or works at an Optum Care clinic or medical practice experiences exceptional quality of care and an environment with healthy team engagement and provider well-being.

Prior to Optum, Dr. Poole worked at the Mayo Clinic, where he oversaw patient experience for the Mayo Clinic Arizona campus and led Mayo Clinic's national Patient Health Information Subcommittee, which governed appropriate EHR use and related policies and procedures. He was also a member of the Mayo Clinic Arizona Clinical Practice Committee and several practice-based subcommittees charged with improving care and quality throughout Mayo Clinic. Clinically, Dr. Poole was a general internist in Mayo Clinic Arizona's Division of Community Internal Medicine, and he sat on the Mayo Clinic Alix School of Medicine admissions committee.

Dr. Poole is a fellow of the American College of Physicians and is a Certified Physician Executive through the American Association of Physician Leadership. He sits on the board of directors for Terros Health in Phoenix, Arizona and is a past Phoenix Business Journal 40 under 40 honoree. A native of St. Louis, MO, Dr. Poole earned his bachelor's degree from Tennessee State University, his medical degree from Northwestern University, and an MBA from Washington University in St. Louis. He resides in the Twin Cities with his wife Megan; three sons, Collin, Carter, and Kenny III; and daughter, Kori Grace.