

As the Chief Experience and Growth Officer, Charity Bennett leads Henry Ford Health's newly created population health business entity, ensuring the organization is nimble and able to innovatively respond to the ever-changing needs of Henry Ford Health's and HAP's members, customers, providers and the health care industry. She is driving collaboration across payers and providers to improve health outcomes, remove consumer pain points and manage cost.

Charity loves being a key catalyst for change. She has a demonstrated career track record of driving business performance through the design of optimal experiences across digital channels and customer-facing business functions. Her deep knowledge of technology platforms, innovative digital development and design thinking has allowed her to create solutions to solve consumer and business pain points, which is critical to Henry Ford Health's multifaceted approach to population health and value-based care.

Charity spent the first three years at Henry Ford Health as vice president of Transformation, Charity Bennett led HAP's (payer) transformation office. Prior to joining Henry Ford Health in 2020, Charity spent 16 years at Spectrum Health system in Grand Rapids, where she held multiple leadership roles at both Priority Health (the payer) and Spectrum Health (the provider), including roles in marketing, IT and product development – all focused-on consumer engagement. Prior to working at Spectrum Health, she was a consultant for six years.

Charity takes seriously her role in making the health care journey more equitable, affordable and a better experience for HAP community members. She is most proud of her ability to bring transparency to consumers surrounding their journey, minimizing confusion and isolation, and empowering members with information.

Charity is a mother of five children, so managing chaos is a normal part of her life both personally and professionally. She leverages her agile project management skills at home with a Kanban job board.

She volunteers with several organizations that take an active role in improving the lives of women and girls in third-world countries, and she loves mentoring young people. Charity is also a public speaker on grief and loss.

Charity holds a bachelor's degree in management and information systems from Taylor University and a master's degree in business administration from DePaul University.