

Victoria (Tori) Merry, MBA
Director, Health and Benefits
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Tori Merry, MBA re-joined WTW in 2021 as a Director, Health and Benefits, serving the New England office. Tori serves as the strategic relationship manager for several key WTW accounts.

As a benefits leader with almost 20 years of experience, Tori partners with employers to develop benefit strategies that attract and retain talent while delivering value to employers, their employees and families. This includes the full spectrum of benefit offerings – total wellbeing, health care delivery, vendor and financial management, vendor solutions, employee engagement, the fast-changing regulatory and compliance requirements, all while ensuring an inclusive approach to ensure tactics and communications meet the evolving needs of their employee population.

Prior to her return to WTW, she was most recently in the position of System Director, Patient Experience at Northern Light Health (NLH), and was responsible for the strategy and operational oversight of Patient Experience across their 10 inpatient hospitals, home health services, and for-profit care settings. Beginning in March, 2016, Tori also served as the Patient Experience Director at Northern Light Eastern Maine Medical Center, the 411-bed tertiary care hub for NLH. As a member of the executive team, she led and oversaw the implementation of Service Excellence initiatives at the Medical Center and across the Medical Group; as well as developed and supported Patient Experience strategic plans for these areas. She is an accomplished leader in change management, collaboration, and customer service. She has worked with Northern Light Health since 2005; first as a consultant with Towers Perrin, supporting the redesign and harmonization of their benefit program, then as a leader in Total Compensation. Her previous position was as System Director of Organizational Effectiveness, where she built and led an internal consulting team responsible for supporting strategic planning, financial efficiency, revenue growth, and system integration.

Tori earned her Bachelor's of Science in Healthcare Management from the University of Connecticut, and a Master's in Business Administration from the University of Maine, and was a presenter at the Institute for Healthcare Improvement (IHI) National Forum in 2014.

