# **PROFESSIONAL EXPERIENCE**

2018-present **Excellus BlueCross BlueShield**

Syracuse, New York

* Vice President and Chief Medical Officer, Health Care Improvement
  + Serves as the clinical leader for driving the Health Plan Strategy to achieve high level performance in all quality rating programs, such as Medicare Star, Medicaid Quality Incentive, Marketplace Star and NCQA ratings
  + Leads the identification and pursuit of opportunities to improve Health Plan rating performance
  + Chairs the Quality Oversight and the Quality Monitoring Committees
  + Co-Chairs the Physician Advisory Committee, a committee to receive direct input from the provider community
  + Serves as the Medical Director for Case and Disease Management for Medicare and Commercial Lines of Business
  + Supports the Clinical Variation program as Medical Director
  + Advises all provider performance improvement programs
  + Provides clinical oversight to assure that standards of care and clinical practice guidelines are aligned with current evidence-based recommendations, and are consistent in application across the plan
  + Assists Corporate Communications in medical-related media, including appearing in television interviews and editing written materials

2018-present **LouAnne Giangreco, MD PLLC**

Dryden, New York

* Independent Consultant

2012-2017 **Five Star Medical**

New York State

* Chief Medical Officer
  + Provided medical oversight for eleven urgent care sites, one family care center, and one occupational medicine clinic
  + Led occupational health service line for the organization
  + Developed quality improvement infrastructure, including clinical dashboards and metrics, policies, peer review, grievance process, briefings, opportunities for improvement, Lean Six Sigma project, and checklists
  + As Medical Director, led 247 OnlineCare, the telemedicine platform
  + Served as the Medical Review Officer
  + Spearheaded organizational multimedia efforts to achieve public relations goals and promote public health in the region
  + Recruited, interviewed, hired and oriented medical staff
  + Constructed and performed provider review process
  + Designed content for monthly staff meetings and led monthly provider meetings
  + Delivered direct patient care

2010-2013 **Cayuga Emergency Physicians, LLP**

Cayuga Medical Center, Ithaca, New York

* Assistant Medical Director of the Emergency Department
  + Established and facilitated a multidisciplinary Emergency Department Focus Team to improve patient satisfaction and flow utilizing Six Sigma strategies
  + Established checklists to improve ED process using established quality methods
  + Served on hospital peer review and performance improvement committees
  + Delivered direct patient care
* Chair, Northeast ECI Patient Safety Organization
  + Chaired peer review body to review Emergency Medicine cases

2009-2011 **Auburn Memorial Hospital**

Auburn, New York

* Chief Quality Officer and Emergency Department Physician (2009)
  + Led hospital--wide root cause analysis of incidents, working in partnership with staff, to generate plans for improvement
  + Restructured the process for analyzing and utilizing occurrence data
  + Transformed patient satisfaction from complaint-driven process to a proactive, patient-centered program
  + Developed structure of and policy for OPPE and FPPE
  + Provided supervisory support of the peer review process
  + Delivered direct patient care

2009-2010 **The Exigence Group**

St. James Mercy Hospital, Hornell, New York

* Locums physician in the Emergency Department

2006-2009 **United Medical Associates**

United Health Services, Johnson City, New York

* Emergency Department Physician in 2 area hospitals, including a Level 2 Trauma Center
  + Performed mortality reviews for the Emergency Department, including constructing education detailing
  + Faculty for Stroke and Neurological Emergency Care CME program

2005-2006 **Onondaga Hill Emergency Physicians**

Community General Hospital, Syracuse, New York

* Emergency Department Physician
  + Established a department-wide quality improvement program with physician profiling, including chart review, compiling and using productivity data, and medical staff and nursing surveys

# **LECTURES AND FACULTY**

# 2018 **Northeast Regional Urgent Care Association**

Urgent Care Conference, Albany, New York

* Speaker for two presentations
  + “Dealing with the Demands of Antibiotic Stewardship in the Urgent Care Setting”
  + “Leveraging Quality to Improve Payer Negotiations”

# 2016 **Academy for Continued Healthcare Learning in**

# **Partnership with the Urgent Care Association of America**

CME e-Newsletter Faculty Chair

* “Bacterial Infections in the Outpatient Setting: Avoiding Hospital Admissions with Appropriate Antibiotic Prescribing”

2016 **Urgent Care Association of America**

Urgent Care Regional Conference, Philadelphia, Pennsylvania

* Speaker for two presentations
  + “Distinguishing Your Urgent Care Center with a Quality Program”
  + “Building a Positive Team Culture”

2016 **Center for Telehealth and e-Health Law**

Spring Summit 2016, Washington, DC

* Panelist
  + “Virtual Telemedicine Providers Discuss Process and Procedures to Eliminate Variations in Telemedical Care”

2015 **Urgent Care Association of America**

National Urgent Care Conference, Chicago, Illinois

* Speaker
  + “Operationalizing Your Mission: Strategies for Translating Values and Vision to Frontline Staff in the Urgent Care Setting”

# **TELEVISION INTERVIEWS AND APPEARANCES**

2013-present “**Bridge Street”**

WSYR, Channel 9, Syracuse, NY

* Appear monthly as the Chief Medical Officer of Five Star Urgent Care and Excellus BCBS to present relevant medical topics
* Samples include:
  + Five Star Urgent Care Explains Appropriate Use of Antibiotics <http://www.localsyr.com/bridge-street/as-seen-on/five-star-urgent-care-explains-appropriate-use-of-antibiotics>
  + Five Star Urgent Care Fair Tips <http://www.clipsyndicate.com/video/play/6537202>

2013-present **Assorted News and Radio Interviews**

Local News and Radio in Central and Western New York

* Complete interviews as the Chief Medical Officer of Five Star Urgent Care and as Chief Medical Office of Excellus BCBS
* Samples include the following:
  + Navigating the New York State Health Care System <http://video.wcny.org/video/3000541991>
  + Doctors See Significant Mortality Rate Linked to Antibiotic Resistance <http://cnycentral.com/news/local/antibiotic-resistance-02-24-2017>
  + Marcellus family describes scare with Hand, Foot, and Mouth Disease <http://www.localsyr.com/news/local-news/hand-foot-and-mouth-disease/618928137>

# **CERTIFICATION**

2014 **Certified Medical Examiner,** **NRCME**

2013 **Medical Review Officer, AAMRO**

2008 **Fellow of the American College of Emergency Physicians**

2006, 2016 **Board Certification by the American Board of Emergency Medicine**

**LICENSURE**

Current and Active **New York State License #236573**

# **EDUCATION**

2002-2005 **Upstate Medical University**

Syracuse, New York

* Resident in Emergency Medicine

1998-2002 **Albany Medical College**

Albany, New York

* M.D.

1994-1998 **Cornell University, College of Agriculture and Life Science**

Ithaca, New York

* B.S., Biological Sciences with a Concentration in Neurobiology

and Behavior and Certification in Gerontology

# **PROFESSIONAL MEMBERSHIPS**

2002-present **American College of Emergency Physicians**

2009-present **American College of Physician Executives**

2013-present **Northeast Regional Urgent Care Association**

2013-2017 **Urgent Care Association of America**

# **COMMUNITY SERVICE**

2018-present **Fifth District of the Medical Society of the State of New York**

Central New York

* Serve on the Executive Team
* Representative to the State House of Delegates

2017-present **Onondaga County Medical Society**

Syracuse, New York

* Board of Directors

2017-2018 **Ithaca Rescue Mission**

Ithaca, New York

* Advisory Board

2016-present **New York State Antimicrobial Resistance Task Force**

Albany, New York

* Representative of Northeast Regional Urgent Care Association

2014-present **Rotary Club of Ithaca, New York**

2014-present **Tompkins County Medical Society**

Ithaca, New York Area

* Board of Directors
* President 2017-2018

2013-2016 **Cayuga Addiction Recovery Service**

Ithaca, New York

* Board of Directors

2009-2011 **Cortland Enlarged City School District Board of Education**

Cortland, New York

* Member of school board, elected Vice-President 2010-11

2008-2010 **Susquehanna Regional EMS Council**

Binghamton, New York