**LouAnne Giangreco, MD, FACEP**

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**CHIEF MEDICAL OFFICER**

*‘Leading Healthcare Transformation through Innovative Strategy, Empowered Teams, and Exceptional Patient Experience’*

**PROFESSIONAL SUMMARY**

A visionary Chief Medical Officer, Healthcare Consultant, and leader of healthcare transformation for healthcare systems, insurance companies, start-ups, and private employers. Expertise in utilizing a broad understanding of health care systems to empower stakeholders in improving the health and well-being of individuals and communities. A highly collaborative and engaging leader committed to developing teams and individuals through coaching, mentoring, and accountability. Consistently build value utilizing structure and processes resulting in outcomes. Known for strengths in developing vision, complex problem solving, excellent communication and presentation skills, and designing innovative solutions.

**SELECT ACCOMPLISHMENTS**

* Expert in **organizational redesign** by enhancing resources, teams, and processes leading to improved outcomes.
* Expanded urgent care centers from **2 to 13 locations** through the development of infrastructure and skilled teams.
* Initiate and lead **cultural transformation** by aligning organizational values to infrastructure and team action.
* Extensive Advisory and **Board of Director** experience.

**RELEVANT SKILLS**

Strategic Planning and Execution, Value-Based Care, Performance Improvement, Quality Improvement, Patient Safety

Population Health, Care Management, Employer Wellness Program Development, Utilization Management, Managed Care, Clinical Pathway Development, Healthcare Consumerism, Emergency Medicine, Urgent Care Medicine, Occupational Medicine, Enterprise Program Development and Management, Action Planning, Leadership Development, Cultural Transformation, Media Communications, Relationship Building, Health Equity, Networking, Cross-Functional Team Leadership, Team Development, Coaching, Mentoring, Innovation, Gap Analysis, Healthcare Consulting

**PROFESSIONAL EXPERIENCE**

AMERICAN FAMILY CARE, Birmingham, Alabama **2023-present**

**Chief Medical Officer**

*American Family Care is the nation’s largest network of walk-in centers providing urgent care, occupational medicine, and accessible primary care services at 82 corporate locations and 281 franchise locations in over 30 states.*

**EXECUTIVE LEADERSHIP | STRATEGIC PLANNING AND EXECUTION**

* Lead the Provider Services, Pharmacy, Lab and X-Ray Teams with a downline of over 300.
* Develop and implement the strategic and operational plans for the clinical team with action planning and RACI accountabilities.
* Establish a clinical pathways program across acute care, occupational medicine, and primary care in support of the Quintuple Aim.
* Mentor and coach clinical leadership on key projects including telehealth and clinical trials.
* Construct a paradigm for the evaluation of new clinical services throughout the organization.

**ENTERPRISE PROGRAMS AND INITIATIVES | COMMUNITY PARTNERSHIPS**

* Redesign the clinical team infrastructure with the addition of a quality team, x-ray team, and new leadership roles at the VP and Director levels.
* Develop a structured approach to provider compensation with an equitable pay model.
* Implement a multichannel engagement approach with provider services including monthly all-provider meetings, office hours, committees, and a newsletter.
* Build an approach to value-based accessible primary care in partnership with the RCM team.
* Create clinical operational efficiencies and improve cross-matrix collaboration.

LouAnne Giangreco – page 2

JUNE ROSE CONSULTING, LLC, Ithaca, NY

**Principal and Healthcare Consultant 2021 – present**

*Independent consultative and advisement services for healthcare and related industries.*

Support and advise companies in the health and wellness, software, and business development areas. Provide Leadership and Performance Coaching services. Served as Chief Medical Officer for several small start-up companies. Develop and communicate clinical strategies, present to key stakeholders, build industry networks, advise on quality, value, and safety, and assist with operationalizing the strategy.

BLUECROSS BLUESHIELD OF RHODE ISLAND, Providence, RI **2022-2023**

**Senior Medical Director, Medical Affairs**

*BlueCross BlueShield of Rhode Island is a $1.8B health plan serving the state of Rhode Island through commercial, Medicare, and Dual Eligible Special Needs benefits. The enterprise provides health insurance to over 400,000 members and 750 employees.*

**EXECUTIVE LEADERSHIP | STRATEGIC PLANNING AND EXECUTION**

* Led the Population Health, Commercial Care Management, and Medical Director teams with a downline of 20.
* Chaired the Executive Quality, Clinical Quality Oversight, and Utilization Management Committees across the Health Plan.
* Chaired the Health Care Experience Committee and Pharmacy & Therapeutics Committee to receive direct input from the provider community.
* Served as the Senior Medical Director for Utilization Management, Quality, Pharmacy, and Employer Group support.

**ENTERPRISE PROGRAMS AND INITIATIVES | COMMUNITY PARTNERSHIPS**

* Developed savings opportunities in medical expense trend, care management, utilization management, and clinical programs.
* Partnered with the provider community to develop collaborative opportunities to build value in musculoskeletal care and hospital care.
* Served as Medical Director in employer group meetings to support medical programming and population health.
* Provided clinical oversight assuring that standards of care and clinical practice guidelines were aligned with evidence-based recommendations and were consistent in application across the plan.

CAYUGA HEALTH SYSTEM, Ithaca, NY

**Vice President and System Chief Medical Officer 2020 - 2021**

*An integrated healthcare system including Cayuga Medical Center (204-bed hospital, $200M+ budget, ~1,400 FTEs) and Schuyler Hospital (30-bed Critical Access hospital, $35M budget, ~375 FTEs, and a 120-bed Skilled Nursing Facility). Cayuga Health Partners has 40+ primary care and specialty clinics. Cayuga Medical Associates is a multispecialty physician group, with 200+ providers.*

Developed medical strategies to promote high-value care across the health system and community. Supervised the Performance Optimization Team, consisting of System Quality and Safety, System Risk, System Infection Prevention, and System Clinical Resource Management and Experience teams.

**EXECUTIVE LEADERSHIP | STRATEGIC PLANNING | TEAM DEVELOPMENT**

* Created cross-organization collaboration with the senior leadership team for strategic planning and execution.
* Restructured Performance Optimization Team to a system-wide, cross-matrixed team supporting key business areas.

Oversaw performance improvement initiatives across the health system.

* Proposed, implemented, and led a team of 50+ health professionals assisting the NYC community as well as saving local jobs from furlough during the early COVID-19 crisis.
* Mentored and coached medical directors to build their teams and achieve strategic and organizational goals.
* Led, developed, and implemented the Diversity, Equity, and Inclusion strategic plan at Cayuga Health System.
* Led the implementation of clinical pathways through the Provider Performance Improvement Committee.

LouAnne Giangreco – page 3

* Supported Clinical Resource Management and Revenue Cycle to improve processes and reduce denials, including over $100K in recovery in oncology alone, as well as education to prevent future issues.

**ENTERPRISE PROGRAMS AND INITIATIVES | TRAINING DEVELOPMENT AND FACILITATION**

* Trained teams organization-wide on quality and safety, including clinical pathways, root cause analysis, and bundles.
* Introduced structure and process to drive projects and outcomes in the ED, OR, and during COVID deployment.
* Launched value-based programs and partnerships including the Upstate New York Surgical Quality Initiative.
* Reinvigorated the Palliative Care program by engaging community partners, developing a strategy, and hiring and mentoring the Medical Director.
* Led the development of an employer strategy to create products and services for local employers.
* Designed and led a holistic Employee Wellness program by cross-organization engagement.
* Co-created the strategy for Physician Leadership and Advanced Practice Provider Leadership Paradigms.

EXCELLUS BLUECROSS BLUESHIELD; Syracuse, NY

**Vice President and Chief Medical Officer of Health Care Improvement 2018 - 2020**

*Excellus BlueCross BlueShield is part of a $6B family of companies that finances and delivers health care services across upstate New York and long-term care insurance nationwide. The enterprise provides health insurance to ~1.5M and with 4,000 employees.*

**EXECUTIVE LEADERSHIP | STRATEGIC PLANNING AND EXECUTION**

* Led opportunities to improve Health Plan rating performance. Achieved 4-Star Medicare rating in 2020, 4-Star NCQA Commercial rating in 2019-2020, and 4.5-Star NCQA Medicaid rating in 2019-2020.
* Co-led the Health Plan Strategy in Medicare STAR, Medicaid QARR, and NCQA accreditation, including the creation of performance improvement teams dedicated to key measures to improve performance.
* Chaired the Quality Oversight and the Quality Monitoring Committees across the Health Plan.
* Co-Chaired the Physician Advisory Committee to receive direct input from the provider community.
* Served as the Medical Director for Case and Disease Management for Medicare and Commercial Lines of Business.
* Assisted Corporate Communications in medical-related media, television interviews, and editing written materials.

**ENTERPRISE PROGRAMS AND INITIATIVES | COMMUNITY PARTNERSHIPS**

* Restructured the Hospital Provider Incentive Program utilizing provider feedback to better align with the quality and value-based needs of the members, providers, and the Health Plan.
* Partnered with the provider community to develop a pipeline of four Collaborative Quality Initiatives in oncology, women’s health, geriatric surgery, and bariatric surgery to reduce unwarranted practice variation.
* Supported the Collaborative Quality Initiative (CQI) program to reduce unwarranted practice variation.
* Collaborated with vendors to deliver high-value, digital support to members as part of the population health strategy.
* Served as Medical Director in employer group meetings to support medical programming and population health.
* Advised provider performance improvement programs, including the Hospital Performance Incentive Program and the Upstate New York Surgical Quality Initiative.
* Provided clinical oversight assuring that standards of care and clinical practice guidelines were aligned with evidence-based recommendations and were consistent in application across the plan.

FIVE STAR URGENT CARE; Syracuse, New York

**Chief Medical Officer 2012 - 2017**

*Five Star Urgent Care, founded in 2011 and later rebranded as WellNow Urgent Care, is full-service urgent care with on-site x-ray and occupational medicine services. In 2016, the partnership was sold to a private equity group.*

Provided medical oversight and standardization across all locations. Directed the occupational health service line.

Created the clinical pathways for telemedicine platform, 24/7 OnlineCare across all locations.

* Built the organization from two to 13 urgent care locations, one family medical care, and one occupational medicine location, achieving strong profitability.
* Led the development of the organization's mission and incorporated this guidance into day-to-day operations.
* Served as the Medical Review Officer to support drug and alcohol testing programs.
* Spearheaded organizational multimedia efforts achieving PR goals and promoting public health in the region.

LouAnne Giangreco-page 4

* Recruited, interviewed, hired, and onboarded medical staff across all locations.
* Developed and performed provider review processes.
* Led monthly staff and provider meetings to assure alignment with the mission and key initiatives.
* Developed the clinical and quality infrastructure including clinical dashboards, metrics, policies, peer review, grievance process, briefings, opportunities for improvement, Lean Six Sigma project, and checklists.
* Grew the occupational health service line, including strategy, employer relations, policies, and procedures.

CAYUGA MEDICAL CENTER/CAYUGA EMERGENCY PHYSICIANS, LLP-ECI HEALTH PARTNERS, INC; Ithaca, NY

**Assistant Medical Director of the Emergency Department 2010 – 2013**

*The Emergency Department is a 26-bed unit with ~ 30K visits per year and is a designated stroke center. ECI Health Partners, Inc., (acquired by SCP Health), managed 27M+ patients and became a nationwide network offering healthcare solutions, including in emergency medicine and quality and safety through a PSO. ECI managed the emergency management physician group at Cayuga.*

Built the system for action plan development across the hospital. Created and facilitated a multidisciplinary Emergency Department Focus Team to improve patient satisfaction and flow utilizing Six Sigma strategies.

* Established checklists to improve ED process utilizing evidence-based best practices.
* Served on Hospital Peer Review and Performance Improvement committees.

• Chaired the Northeast ECI Patient Safety Organization peer review committee. Reviewed care across ECI sites.

AUBURN MEMORIAL HOSPITAL; Auburn, NY

**Chief Quality Officer 2009 – 2011**

*A not-for-profit, 99-bed acute care facility serving a population of ~80K in the Finger Lakes Region.*

Partnered with the Director of Quality and Risk Management on regulatory issues, including preparations for Joint Commission accreditation.

* Led hospital-wide root cause analysis of incidents, partnering with staff, to generate improvement plans.
* Performed medical staff complaint investigations. Developed improvement plans and coached medical staff.
* Supervised the peer-review process and provided follow-up mentoring and support for physician leaders.
* Transformed patient satisfaction from complaint-driven to a proactive, patient-centered approach.
* Developed the structure and policies for OPPE and FPPE as part of the Medical Staff Office.

**CLINICAL PRACTICE EXPERIENCE**

**Urgent Care Physician**; American Family Care, Birmingham, AL 2023-present

**Urgent Care Physician;** EMAC at Cayuga Medical Center, Ithaca, NY **2020- 2021**

**Urgent Care/Occupational Medicine Physician;** Five Star Urgent Care, Locations throughout NY State **2012-2017**

**Emergency Medicine Physician;** Cayuga Emergency Physicians at Cayuga Medical Center, Ithaca, NY (2010- 2013), Auburn Memorial Hospital, Auburn, NY (2009- 2010), United Medical Associates at United Health Services, Binghamton, NY (2006-2009), Onondaga Hill Emergency Physicians at Community General Hospital, Syracuse, NY(2005- 2006)

**EDUCATION**

UPSTATE MEDICAL UNIVERSITY, Syracuse, NY-**Emergency Medicine Residency**

ALBANY MEDICAL COLLEGE, Albany, NY **- M.D.**

CORNELL UNIVERSITY, College of Agriculture and Life Science, Ithaca, NY

**B.S. in Biological Sciences with a Concentration in Neurobiology and Behavior and Certification in Gerontology**

LouAnne Giangreco-page 5

**PROFESSIONAL DEVELOPMENT**

BROWN UNIVERSITY-**Leadership and Performance Coaching Certification**

AMERICAN ASSOCIATION OF PHYSICIAN LEADERSHIP/AMERICAN COLLEGE OF PHYSICIAN EXECUTIVES – **Physician in Management Series, The Three Faces of Quality, Meta-leadership: Removing Barriers and Building Bridges, Financial Decision Making, Building, and Leading Effective Teams, Engaging Physicians for Results**

# VILLANOVA UNIVERSITY - **Certificate of Achievement in Six Sigma Green Belt-Healthcare**

NEW YORK STATE PARTNERSHIP FOR PATIENTS - **Team STEPPS Train the Trainer**

STUDER GROUP - **Nuts & Bolts of Service and Operational Excellence in the Emergency Department**

AMERICAN COLLEGE OF EMERGENCY PHYSICIANS - **ED Directors Academy Phase I**

AMERICAN ASSOCIATION OF MEDICAL REVIEW OFFICERS - **Basic Comprehensive MRO Training and Certification**

NATIONAL ACADEMY OF DOT MEDICAL EXAMINERS - **NRCME Training**

**CERTIFICATIONS AND LICENSURE**

AMERICAN COLLEGE OF EMERGENCY PHYSICIANS - **Fellow**

AMERICAN BOARD OF EMERGENCY MEDICINE - **Board Certified #37594**

AAMRO-**MRO Certification #130908114**

ALABAMA-**Medical License #MD.47367**

FLORIDA-**Medical License #MD 164287**

NEW YORK-**Medical License #236573**

RHODE ISLAND-**Medical License #MD14969**

TENNESSEE-**Medical License #69938**

# **PROFESSIONAL ASSOCIATIONS**

# American College of Emergency Medicine, American College of Physician Executives, Alabama Medical Society, American Medical Association, Urgent Care Association

**BOARD OF DIRECTORS | LEADERSHIP**

**Advisory Board;** Ithaca College Physician Assistant Program, Ithaca, NY, 2020-2022

**Member, Board of Directors (2015-2020), President (2017-2018);** Tompkins County Medical Society, Ithaca, NY - 2014-2022

**Executive Team and Representative to the State House of Delegates;** Fifth District of the Medical Society of the State of New York**,** Central New York **-** 2018-2020

**Board of Directors;** Onondaga County Medical Society, Syracuse, NY - 2017-2020

**Advisory Board;** Ithaca Rescue Mission, Ithaca, NY - 2017-2018

**Representative of the Northeast Regional Urgent Care Association;** New York State Antimicrobial Resistance Task Force, Albany, NY - 2016-present

**Member;** Rotary Club, Ithaca, NY - 2014-present

**Board of Directors;** Cayuga Addiction Recovery Service, Ithaca, NY - 2013-2016

**School Board Member & VP (2010-2011);** Cortland Enlarged City School District Board of Education, Cortland, NY - 2009-2011

**Member;** Susquehanna Regional EMS Council, Binghamton, NY - 2008-2010

**RESUME ADDENDUM – LOUANNE GIANGRECO**

**PUBLICATIONS**

Justiniano, CF, Loria, A, Hellenthal, NJ, Schiralli, MP, Soto, FC, Albright, JB, Giangreco, L, Temple, L, Fleming, FJ. **The accumulation of ERAS (Enhanced recovery after surgery) components reduces post-colectomy length of stay at small and low volume hospitals.** *The American Journal of Surgery.* Published July 6, 2021. <https://doi.org/10.1016/j.amjsurg.2021.07.004>

Lindemer, E, Jouni, M, Nikolaev, N, Reidy, P, Mattie, H, Rogers, JK, Giangreco, L, Sherman, M, Bartels, M, Panch, T. **A pragmatic methodology for the evaluation of digital care management in the context of multimorbidity.** Jan-Dec 2021;24(1):373-385. doi: 10.1080/13696998.2021.1890416.

**LECTURES AND FACULTY**

America’s Health Insurance Plans (AHIP); National Conference, Las Vegas, NV. **“Rethinking Well-Being Platforms: Driving Health and Preventative Care”**; 2022

Ithaca College, Physician Assistant Program, Ithaca, NY. **“Clinical Laboratory Medicine”;** 2022

WellRight, Webinar. “**Why Personalization is the Secret to Your Wellness Program Success”;** 2022.

WellRight, Webinar. **“Reducing Health Care Provider Burnout Through Leadership”;** 2021.

Cornell University, College of Agriculture and Life Science, Applied Economics and Management, Ithaca, NY. **“The Importance of Quality in Healthcare”;** 2021

Cornell University, College of Agriculture and Life Science, Applied Economics and Management, Ithaca, NY. **“Attempts to Control Costs in Healthcare”;** 2021

Rochester Institute of Technology, Health Systems Management, Rochester, NY. **“Cultural Realities and Challenges within Health Care Systems”;** 2021

Rochester Regional Health System, Department of Psychiatry, Rochester, NY. **“Quality and Safety for Residents”;** 2021

Brine Network; 2020 Worker’s Compensation and Disability Management Summit, Las Vegas, NV. **“Bringing Value-Based Care to Workers’ Compensation and Disability Management”;** 2020

America’s Health Insurance Plans (AHIP); National Conference on Medicare, Medicaid, Dual Eligibles, Washington, DC. **“How a Better Medicare Member Experience Pays Off”;** 2019

Choosing Wisely Learning Network; Webinar. **“Providing a Clinician Feedback on Overuse from a Health Plan Perspective”**; 2019

Northeast Regional Urgent Care Association; Urgent Care Conference, Albany, NY. **“Dealing with the Demands of Antibiotic Stewardship in the Urgent Care Setting”;** 2018

Northeast Regional Urgent Care Association; Urgent Care Conference, Albany, NY. **“Leveraging Quality to Improve Payer Negotiations”;** 2018

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, PA. **“Distinguishing Your Urgent Care Center with a Quality Program”;** 2016

Urgent Care Association of America; Urgent Care Regional Conference, Philadelphia, PA. **“Building a Positive Team Culture”;** 2016

Center for Telehealth and e-Health Law; Spring Summit 2016, Washington, DC. **“Virtual Telemedicine Providers Discuss Process and Procedures to Eliminate Variations in Telemedical Care”;** 2016

Urgent Care Association of America; National Urgent Care Conference, Chicago, IL. **“Operationalizing Your Mission: Strategies for Translating Values and Vision to Frontline Staff in the Urgent Care Setting”;** 2015

**SELECT INTERVIEW EXPERIENCES**

**“Bridge Street”;** WSYR, Channel 9, Syracuse, NY. Appeared monthly as the Chief Medical Officer of Five Star Urgent Care and Excellus BCBS to present relevant medical topics; 2013-2019. Samples include:

* Five Star Urgent Care Explains Appropriate Use of Antibiotics <https://www.facebook.com/NewsChannel9/videos/899321243595943>
* Five Star Urgent Care Explains Water Safety <https://www.facebook.com/watch/?v=964676743555290>

**Assorted News and Radio Interview;** Local News and Radio in Central and Western New York. Completed interviews as the Chief Medical Officer of Five Star Urgent Care, Chief Medical Officer of Excellus BCBS, Systems Chief Medical Officer for Cayuga Health System, and Chief Medical Officer for American Family Care; 2013-present.Samples include:

* Prolonged Coughing https://www.linkedin.com/posts/afcurgentcare\_afc-americanfamilycare-urgentcare-activity-7162115400695054336-\_\_85?utm\_source=share&utm\_medium=member\_desktop
* Doctors See Significant Mortality Rate Linked to Antibiotic Resistance <http://cnycentral.com/news/local/antibiotic-resistance-02-24-2017>
* 'I couldn't sit back and watch another person die from this': Upstate N.Y. nurses volunteer in NYC coronavirus fight <https://news.yahoo.com/couldnt-sit-back-watch-another-110143268.html>