

CURRICULUM VITAE

**James Gregory Jolissaint, MD, MS, CPE, FAAPL
Woodstock, Howard County, Maryland**

**“A Relevant, Experienced and Proven Federal Leader and Physician
Executive.”**

KEY SKILLS, ATTRIBUTES, AND COMPETENCIES:

- Clinical and Organizational Leadership
- Strategic Planning and Visioning
- Performing, Supervising, and Managing the Delivery of Patient-Centered Medical Care
- Managing Clinical Quality, Performance Improvement, Patient Safety, and Regulatory Compliance
- Collaborative Leadership
- Negotiation and Consensus Building
- Improving Organizational Culture
- Developing and Managing Budgets
- Electronic Health Record, Clinical Data Mining, Clinical Informatics, Decision Support Tools, Population Health
- Developing and Mentoring Clinical, Support, and Administrative Staff Members
- Establishing a Team-focused Working Environment
- Board Certification

FAMILY STATUS:

Spouse (30 yrs): Deborah Ann Jolissaint, APRN, MSN
(Employed as a Nurse Practitioner for the Department of Defense, Bethesda, Maryland); Father of 5 amazing and successful adult children

EDUCATION:

High School	May 1973	Tara High School, Baton Rouge, Louisiana
Undergraduate	May 1977	Louisiana State University (LSU), Baton Rouge, Louisiana; Bachelor of Science (Zoology)
Doctorate	May 1986	Louisiana State University School of Medicine, New Orleans, Louisiana; Doctor of Medicine (MD)
Masters	June 1998	Industrial College of the Armed Forces, National Defense University, Fort McNair, Washington, DC; Master of Science (MS) in National Resource Strategy; Seminar Focus: US and European Health Care Systems

INTERNSHIP and RESIDENCY:

July 1986 - June 1989 Family Practice Residency Program, Dwight David
Eisenhower Army Medical Center, Fort Gordon, Georgia

MEDICAL LICENSURE:

1986-Present: Louisiana (Active; Unrestricted)

BOARD CERTIFICATION:

American Board of Family Medicine (ABFM)

1989-1996: ABFP Primary Certification

1996-2003: ABFP Re-certification

2003-2013: ABFM Re-certification

2013-2023: ABFM Re-certification

PHYSICIAN EXECUTIVE:

Certified Physician Executive (CPE) – 2012-2022
Certifying Commission in Medical Management (CCMM)

EMPLOYMENT EXPERIENCE:

Jan 2016-present **Deputy Chief of Staff, Loch Raven, and Director of
Quality, Safety and Improvement, Veterans Affairs
Maryland Health Care System, Baltimore, Maryland**

In addition to the responsibilities discussed below for the Director of Quality, Safety and Improvement Service, I serve as the Senior Medical Officer and Leader for the VA Maryland Health Care System (VAMHCS) VAMHCS Loch Raven Campus (consisting of the VAMHCS's Loch Raven Community Living and Rehabilitation Center, the Loch Raven Community Based Outpatient Clinic, the Geriatrics Research and Education Robotics Center, a Prosthetics Brace Shop, and the Home-based Primary Care Office). I also supervise and ensure the success of the Education and Academic Affairs Office, the Physical Medicine and Rehabilitation Service, and the Prosthetics and Sensory Aids Service. Key to the success of these additional duties is the effective coordination and access to timely, high quality care between acute care, rehabilitation services, and short term/long term care facilities throughout the VA Maryland Health Care System.

Jan 2015-present **Director of the Quality, Safety, and Improvement Service**
Veterans Affairs Maryland Health Care System
Baltimore, Maryland

I am responsible for developing and directly supporting system-wide Clinical Quality, Service Quality, Patient Safety, Performance Improvement, Infection Control, and System Redesign programs and projects for a healthcare system providing care to

Veterans in the Baltimore VA Medical Center, the Perry Point VA Medical Center, the Loch Raven Community Living Center, and six Community Based Outpatient Clinics (CBOCs) located in Central and Southern Maryland as well as Maryland's Eastern Shore. I am responsible for leading all organizational efforts to create a highly reliable Culture of Quality and Safety, and a Patient and Family Centered Care environment based on the **VA Maryland Health Care System's (ICARE)² values** (Integrity, Innovation, Commitment, Compassion, Advocacy, Accountability, Respect, Research, Excellence, and Education). I lead, manage, and direct the activities of expertly trained and competent Quality, Performance Improvement, Performance Measures, Accreditation, Patient Safety, Risk Management, Systems Redesign, Infection Control, Epidemiology, Clinical Informatics, and administrative support personnel assigned to the Quality, Safety, and Improvement (QSI) Service. The QSI Service works collaboratively in support of Medicine, Surgery, Neurology, Primary Care, Emergency Medicine, Mental Health, Women's Health, Geriatrics and Extended Care, Pharmacy, Radiology & Imaging, Laboratory & Pathology, Dietary & Nutrition, Hospital Nursing, Clinical Support, Finance, Business, and Operations service and department leaders to create a high quality, highly reliable, safe, and Patient & Family Centered health care system for Maryland's Veterans and their family members and/or caregivers.

Jan 2014-Dec 2014

Chief Medical Officer (CMO), Military and Veterans Health Solutions and Services Section
General Dynamics Information Technology (GDIT)

Working closely with the Senior Vice President for the Military and Veterans Health Solutions and Services Section, I was responsible for providing outreach to the medical leaders and clinical decision makers within the Department of Defense (DOD) which includes the Defense Health Agency (DHA), the Surgeons General of the three military medical departments; the Directors of the Enhanced Multiservice Markets (eMSMs); and key staff officers assigned to each of these headquarters; and key leaders and staff officers within the Veterans Health Administration (VHA). This outreach consisted of capabilities briefings; collaboration opportunities; executive discussions of business opportunities; executive brainstorming sessions; formal presentations at professional conferences; and formal proposal writing for government contracts. I was responsible for providing advice, input, clinical oversight, and real time assistance to all Section Program Vice Presidents and Program Managers during the review of business opportunities, during the drafting of proposals, and during the post-award management of clinically related programs. I was responsible for creating, organizing, and maintaining ethical business relationships with clinical, clinical support, and administrative staff within the DOD and VHA and with private-sector clinical partners. I was responsible for ensuring that GDIT's scientific and technology roadmap, investment strategies, and new business proposals include appropriate clinical/medical considerations, and I was responsible for developing and implementing the clinical/medical aspects of all new business strategies for clinical information systems and health information exchanges in the federal and private sector.

*Recognized as a Patient Safety Champion and Advocate

*Recognized as a Medical Simulation Training Champion and Advocate

*Certified as TeamSTEPPS Master Trainer

Aug 2010-Dec 2013 ***Program Medical Director and Senior Medical Advisor, Military Health Solutions and Services Section, General Dynamics Information Technology, Frederick, Maryland***

I primarily served as the Medical Director and Clinical Operations Office Chief for the US Army's Medical Communications for Combat Casualty Care (MC4) Program. In this capacity I was responsible for providing leadership and executive medical advice to the military and civilian leaders of the US Army's program responsible for supplying the Department of Defense (DOD) Electronic Medical Record (EMR) to deploying Army medical units. I was required to routinely brief and provide executive correspondence to military and civilian DOD, Military Health System (MHS), and Department of the Army leaders. I was also responsible for creating and providing direct leadership to a newly established office that served as the clinical and medical command & control Subject Matter Experts (SMEs) for the MC4 Program Management Office (as well as providing indirect clinical leadership and oversight for the program's 300+ employees).

August 2008-July 2010 ***Deputy Commander for Integration and Transition; Base Realignment and Closure (BRAC) Transition Team Leader, Walter Reed Army Medical Center, Washington, District of Columbia***

While assigned to Walter Reed Army Medical Center in Washington, DC, I served as the organizational leader responsible for directing the US Army's activities, establishing coordinated transition plans, and conducting merger negotiations that would ensure the successful integration of the clinical, clinical support, and administrative staffs of the Army's "Flagship" Medical Center (Walter Reed Army Medical Center, Washington, DC) and the Navy's Flagship Medical Center (National Naval Medical Center, Bethesda, Maryland). My Executive Leadership duties included developing and publishing a comprehensive transition plan for relocating 65% of Walter Reed's employees and designated medical equipment located on Georgia Avenue in Washington, DC, to the newly renovated and expanded Walter Reed National Military Medical Center located in Bethesda, Maryland; developing a similar plan for relocating 35% of Walter Reed's employees and medical equipment to the newly constructed Fort Belvoir Hospital in Northern Virginia; and for developing viable employment programs that ensured a fair and equitable distribution of employees between the tertiary care medical center located in Bethesda, Maryland, and the newly constructed large community hospital/suburban medical center located on Fort Belvoir, Virginia.

Jun 2006-June 2008 ***Commander, 18th Medical Command; Commander/CEO, Brain Allgood Army Community Hospital, Yongsan Base,***

Seoul, South Korea; *Command Surgeon/Chief Medical Officer*, US Forces Korea, United Nations Command, and the Eighth US Army, Yongsan Base, Seoul, South Korea

I served two years as the Brigade Commander/CEO of the 18th Medical Command, South Korea. My span of control consisted of a brigade headquarters; a deployable hospital (the 121st Combat Support Hospital); a theater dental Command (618th Dental Command); a theater veterinary command (106th Veterinary Command); a ground evacuation battalion (52nd Evacuation Battalion); a multifunctional medical battalion (168th Multifunctional Medical Battalion); and a medical logistics battalion (16th Medical Logistics Battalion). I simultaneously served as the Commander/CEO of the Brian Allgood Army Community Hospital and its network of outpatient clinics located throughout South Korea. I also served as the Command Surgeon/Chief Medical Officer and principal medical advisor to the Commanding Generals of the US Forces Korea, United Nations Command, the Eighth US Army, the 7th US Air Force, the US Naval Forces (Korea), and the US Marine Forces (Korea) regarding the overall health of all US forces assigned to Korea; in this capacity, I was responsible for establishing healthcare policies and medical readiness standards for US Service members, DOD Civilians, US family members, and US Department of State personnel working and living in South Korea. During this assignment, I was routinely required to provide executive briefings as well as frequent executive correspondence to General Officers and DOD senior civilian leaders; I also provided routine briefings to Congressional Delegations visiting Korea.

Jul 2003-Jun 2006 *Command Surgeon/Chief Medical Officer*, United States Army Training and Doctrine Command (TRADOC), Fort Monroe, Virginia

I served for 3 years as the Command Surgeon/Chief Medical Officer and principal medical advisor to the Commanding General, Training and Doctrine Command (TRADOC), and the TRADOC Deputy Commanding General for Initial Military Training (IMT), on the overall health of TRADOC and basic training Soldiers (and their family members). I was also responsible for establishing and coordinating medical policies and regulations for TRADOC and its fifteen TRADOC installations with respect to disease surveillance, injury prevention, disease and injury management, and medical support to training. During this assignment, I was routinely required to provide executive briefings as well as frequent executive correspondence to General Officers and DOD senior civilian leaders.

Jul 2002-Jun 2003 *Deputy Commander for Clinical Services/Chief Medical Officer*, Womack Army Medical Center (WAMC), Fort Bragg, North Carolina

I served for one year as the Senior Physician/Chief Medical Officer for a 151-bed, multi-

specialty teaching hospital and outpatient clinic organization. My executive leadership duties included supervision and management of the organization's primary care, specialty care, surgical services, and clinical support services (pharmacy, lab, radiology, OT, PT, social work, behavioral health); and serving as the Chairman of: the Quality Assurance/Performance Improvement Committee; the Credentials Committee; the Risk Management Committee; the Pharmacy and Therapeutics Committee; and the Impaired Provider/Provider Health Program Committee. I also provided leadership and oversight for the hospital's Graduate Medical Education (GME) program.

Jun 2000-Jun 2002 **Commander/CEO**, 86th Combat Support Hospital, Fort Campbell, Kentucky; **Commander/CEO**, Task Force Med Falcon and the US Army Hospital, Camp Bondsteel, Kosovo

Responsibilities:

First Year: I commanded, led, trained, and prepared our Soldiers to staff a 296-bed deployable hospital in support of combat operations. Second Year: I commanded and led 185 British and American medical soldiers assigned to Task Force Medical Falcon (Kosovo). I served as the Commander and CEO of a 32-bed deployed hospital that included a 10-bed ICU, geographically distributed outpatient Primary Care clinics, Dental Services, Physical Therapy Services, Preventive Medicine services, Veterinary Services, Medical Logistics, Medical Maintenance, and Air and Ground Medical Evacuation assets in support of US and NATO coalition forces in Kosovo and in the Former Yugoslavia Republic of Macedonia.

Jul 1998-Jun 2000 **Deputy Commander for Clinical Services/Chief Medical Officer**, Bayne-Jones Army Community Hospital, Fort Polk, Louisiana

Responsibilities:

I served for two years as the Senior Physician/Chief Medical Officer for a 51-bed Army community hospital and outpatient clinical organization. My executive leadership duties included supervision of the organization's primary care, specialty care, surgical services, and clinical support services (pharmacy, lab, radiology, OT, PT, social work, behavioral health). I also served as the Chairman of: the Quality Assurance/Performance Improvement Committee; the Credentials Committee; the Risk Management Committee; the Pharmacy and Therapeutics Committee; and the Impaired Provider Program Committee.

Jul 1997-Jun 1998 **Student**, Industrial College of the Armed Forces, National Defense University, Fort McNair, Washington, D.C.

As a fulltime student, I studied the industrial and logistical support capabilities and infrastructure of the United States, how it supports the National Security Strategy, and how it supports overseas contingency operations. This curriculum also provided challenging training that prepared us to lead national and large organizational strategic planning efforts and policy development. During the second half of the academic year, I studied, compared, and contrasted the U.S. and European medical systems (and how these systems support their nation and their national militaries). I maintained my clinical skills by providing comprehensive Primary Care services to faculty members, fellow students, and family members throughout the academic year.

Jun 1995-Jul 1997 **Command Surgeon/Chief Medical Officer**, 101st Airborne Division (Air Assault), Fort Campbell, Kentucky.

Responsibilities:

I served for two years as the senior medical advisor to the division's Commanding General and his staff; my duties included helping the Commander ensure the overall health and medical readiness of 101st Airborne Division (Air Assault) Soldiers, and ensuring the readiness of the division's combat medical personnel for performing their deployed healthcare mission.

Jun 1994-Jun 1995 **Student**, Command and General Staff Officer Course, Fort Leavenworth, Kansas

As a fulltime student, I was educated and trained to plan for and conduct full spectrum operations in a Joint, interagency, inter-governmental, and multinational environment (with a focus on planning for the comprehensive combat medical support of these operations). The curricula focused on the study of military leadership, planning for and conducting land warfare, and synchronizing and applying all elements of power (national; political; economic; information; military; etc.). I also provided comprehensive Primary Care services to faculty members, fellow students, and family members throughout the academic year.

Aug 1992-Jun 1994 **Resident Advisor/Clinical Faculty Member and Clinic Director**, Family Practice Residency Program Eisenhower Army Medical Center, Fort Gordon, Georgia

I directly supervised Family Practice Interns, Residents, and medical students learning the art and science of full spectrum Family Practice in both the outpatient and inpatient clinical settings. I provided full spectrum Family Medicine, to include Obstetrics and Level II Nursery care, to assigned families. I provided on-call Family Practice services, to include resident supervision, on a rotating basis. My leadership duties included leading and managing the Family Practice outpatient clinic for fifteen faculty, thirty residents and interns, and fifty support staff. I served as the key planner for the

development of the medical center mass casualty response plan (a plan that included an on-site medical response and treatment team staffed by the Family Practice Department).

Apr 1991-Aug 1992 *Chief, Emergency Medical Services*, Bayne-Jones Army
Community Hospital, Fort Polk, Louisiana

I served as the clinical and administrative leader of a hospital emergency department that served 50,000 – 60,000 patients per year. I performed full spectrum Emergency Medicine services for the hospital's emergency department patients. I created a departmental Quality Assurance and Risk Management program that successfully met JCAHO standards during the 1991 triennial survey. I updated and implemented a credible emergency response plan for the emergency department, then provided valuable assistance during the updating, implementation, and rehearsal of a hospital mass casualty plan. I drafted and implemented the hospital's first Emergency Medical Technician (EMT) protocols that established and succinctly articulated our EMTs' standards of practice when responding to emergency calls.

Feb 1991-Apr 1991 *Combat Physician*, Company C/125th Forward Support
Battalion, 3rd Brigade, 1st Armor Division,
Operation Desert Storm (Iraq, Kuwait, and Saudi Arabia)

I provided primary care and emergency trauma services to the Soldiers of the 3rd Brigade Combat Team during Desert Storm's ground war and post-combat stability operations.

Jul 1989-Feb 1991 *Family Practice Clinical Staff Member and Family
Practice Clinic Director*, Bayne-Jones Army Community
Hospital, Fort Polk, Louisiana

I provided full spectrum Family Medicine, to include Obstetrics and Level II Newborn Nursery Care, to my assigned families. I provided on-call Family Medicine services for Family Practice and Obstetrics patients on a rotating basis. I organized and managed the outpatient and inpatient schedules for an 11-physician Family Practice Service.

May 1977-July 1981 *Infantry Officer*, 101st Airborne Division (Air Assault),
Fort Campbell, Kentucky (US Army)

Served as an Infantry Platoon Leader; Infantry Company Executive Officer; Infantry Battalion Assistant S3 Operations Officer; Infantry Battalion S2 Intelligence Officer; and Infantry Headquarters and Headquarters Company Commander

FACULTY APPOINTMENTS:

June 2015-present	Associate Professor of Medicine and Family Medicine, University of Maryland Medical School, Baltimore, MD
Nov 2014-present	Assistant Professor of Family Medicine, Uniformed Services University for the Health Sciences, Bethesda, MD
Apr 2007-Feb 2009	Clinical Professor, Department of Family Practice, Hanyang University Medical College, Seoul, South Korea

JOURNAL PUBLICATIONS AND RESEARCH:

Jun 2013	Jolissaint, James G.; Labadie, Carol; Alvarez, John. "Recommendations for the Department of Defense to Reduce Pharmaceutical Related Suicidal Behaviors in Members of the Armed Forces." This detailed, multidisciplinary study was published by General Dynamics Information Technology (GDIT) for the DOD; although this publication is not yet available as an "open source" publication, <i>a copy can be obtained upon request.</i>
Jun 2009	Sloniker, David; Slade, Thomas; Jolissaint, James G. "Medical Logistics Transformation in Korea." Published in the "Army Logistician" Journal.
Jul 2007	Jolissaint, James G. "History of Army Recruit Medicine," the introductory chapter in the Army Medicine Textbook titled "Recruit Medicine."
Nov 1997	Jolissaint, James G.; Blount, Wayne. "Family Practice House Officer Perceptions of Faculty Teaching Behaviors." Published in the Journal of Military Medicine. I also served as the Principal Investigator for this study.
Nov 1996	Blount, Wayne; Jolissaint, James G. "Primary Care vs. Surgical House Officer Perceptions of Faculty Teaching Behavior." Published in the Journal of Academic Medicine. I also served as the Principal Investigator for this study.

MILITARY SERVICE:

May 1977- Jul 1981	Infantry Officer, US Army. Honorable Discharge
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Jun 1986 – Sept 2010 Medical Corps Officer, US Army. Honorable Retirement

SIGNIFICANT MILITARY EDUCATION/PROFESSIONAL DEVELOPMENT:

Sep 2004	106 th Interagency Institute for Federal Health Care Executives, George Washington University (GWU)
Jun 1998	Industrial College of the Armed Forces, National Defense University, Washington, D.C. (Senior Service College)
Jun 1995	U.S. Army Command and General Staff Officer Course (CGSOC), Fort Leavenworth, Kansas

PROFESSIONAL SOCIETY AFFILIATIONS:

American Association for Physician Leadership – Board Member and AAPL Fellow
American Academy of Family Physicians (AAFP) -- Member
Maryland Academy of Family Physicians -- Member
Association of Military Surgeons of the United States (AMSUS) – Life Member

OTHER SIGNIFICANT AFFILIATIONS:

Omicron Delta Kappa Leadership Honor Society
Federal Health Care Executives Institute Alumni Association (FHCEIAA)
Louisiana State University Alumni Association
Louisiana State University “Cadets of the Ole War Skule” Alumni Association
Equestrian Order of the Knights of the Holy Sepulchre of Jerusalem (Knight)
Knights of Columbus (4th Degree Knight)

MILITARY HONORS, AWARDS AND DECORATIONS:

Hall of Honor, Cadets of the Ole War Skule, Louisiana State University
Defense Superior Service Medal
Korea’s Order of National Security Merit Samil Medal (President’s Medal)
Legion of Merit (3)
Meritorious Service Medal (5)
Military Outstanding Volunteer Service Medal (2)
NATO Medal
Kosovo Campaign Medal
Korea Defense Service Medal
Liberation of Kuwait Campaign Medals (Governments of Saudi Arabia and Kuwait)

US Army Expert Infantry Badge (EIB), Flight Surgeon Badge, Ranger Tab, Air Assault
Badge, and Parachutist (Airborne) Badge
US Army Medical Department Order of Military Medical Merit (O2M3)

SIGNIFICANT EXTRACURRICULAR ACTIVITIES:

Board Member, American Association of Physician Leadership.

Board Member, Medical Advisory Board, Saint Pio Foundation. Also serve as a Board
Member for the Foundation's Military Advisory Committee.

Board Member, Resurrection Knights Charities, Inc., Ellicott City, Maryland.

Board Member, Saddle Brook Farm Homeowners Association, Woodstock, Maryland

BRIEF STATEMENT OF PERSONAL GOALS and INTERESTS:

a. To collaboratively lead an organization that provides the best quality, customer and Patient-
focused, timely, respectful, relevant, evidence-based, and cost-effective preventive, primary care,
and specialty care services.

b. To teach, coach, mentor, and help train assigned clinical, nursing, clinical support, clinical
trainees, and administrative staff in the art of leadership, the science of managing and leading a
medical business, the art of successfully leading and providing evidence-based Primary Care
Medicine; the art of successfully leading and providing evidence-based, cost efficient Specialty
Care Medicine; and the critical importance and inherent value of conducting collaborative,
multidisciplinary organizational and patient planning.

c. To be actively involved in my own family's hobbies, interests and activities. To enjoy my own
personal interests which include spending quality time with each member of my nuclear family;
maintaining my own physical fitness; and enjoying outdoor adventures.

d. To be a participating and contributing member of my church and local community.

James Gregory Jolissaint

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