

PROFESSIONAL RESUME

James Gregory Jolissaint, MD
Howard County, Maryland

“A Relevant, Experienced and Proven Federal and Not-for-Profit Leader.”

KEY SKILLS, ATTRIBUTES, AND COMPETENCIES:

- Clinical and Organizational Leadership
- Strategic Planning and Visioning
- 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 and Business Plans
- Clinical Data Mining, Clinical Informatics, Population Health
- Developing and Mentoring Clinical, Clinical Support, and Administrative Staff Members
- Establishing and Leading a Team-focused Working Environment
- Retired US Army Officer

EDUCATION:

Undergraduate	Louisiana State University (LSU), Baton Rouge, Louisiana; Bachelor of Science (Zoology)
Doctorate	Louisiana State University School of Medicine, New Orleans, Louisiana; Doctor of Medicine (MD)
Masters	Industrial College of the Armed Forces, National Defense University, Fort McNair, Washington, DC; Master of Science (MS) in National Resource Strategy

INTERNSHIP and RESIDENCY:

Family Medicine Residency Program, Dwight David Eisenhower Army Medical Center, Fort Gordon, Georgia

MEDICAL LICENSURE:

M.D., Louisiana (Active; Unrestricted)

BOARD CERTIFICATION:

American Board of Family Medicine (Current)

EMPLOYMENT EXPERIENCE:

Mar 2020-present	<i>COVID-19 Incident Command Team Member</i> Holy Cross Health, Maryland
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*Due to the COVID-19 pandemic, I was attached to Trinity Health's Maryland region Incident Command Team. My primary duties and responsibilities include helping the Maryland region leadership team successfully provide high quality health support to COVID-19 patients and their families.

*Successes include coaching clinical and logistics leaders in the identification and tracking of critical logistics items, PPE, and medications required for the care and support of COVID patients and for the staff members providing their care (and then helping develop and implement processes designed to prevent zero balances in critical supplies, PPE, and medications).

Nov 2017-present ***Vice President, Military and Veterans Health Care Program***, Trinity Health (Livonia, Michigan) and Holy Cross Health (Silver Spring, Maryland)

*Provide collaborative leadership and Subject Matter Expertise while serving as the Trinity Health leader responsible for establishing a Military and Veterans Health Care ministry for a nationwide health care system consisting of 92 hospitals, their associated clinics, and its continuing care ministries located in 22 states.

*Developed, implemented, and ensure ongoing relevancy for a military cultural awareness/cultural competency training program for personnel involved in the care and support of military service members, Veterans, and their associated family members

*Developed a standardized methodology for establishing ministry partnerships with local and national organizations that support access to high quality health care for Veterans, military service members, and their family members

*Have fully established MilVet Programs in 17 acute care ministries located in Maryland, Southeast Pennsylvania, Florida, Georgia, Idaho, California, Iowa, and West Michigan.

*Have established MilVet Pilot Programs in Trinity Health's Continuing Care Ministries (Home Care and Hospice; and Programs for All-inclusive Care for the Elderly [PACE]). Have revised business processes that now ensure a warm handoff between Trinity Health acute care ministries to Trinity Health continuing care ministries

Jun 2017-Oct 2017 ***Chief of Staff/Chief Medical Officer (Acting)***
Martinsburg Veterans Affairs Medical Center
Martinsburg, West Virginia

*Served as the Chief of Staff/Chief Medical Officer for the Martinsburg VA Medical Center in Martinsburg, West Virginia. Provided direct clinical leadership for an acute care hospital (medicine, surgery, and psychiatry) with full clinical support services and rehabilitation support; a substantial primary care network; two community living centers (nursing homes); and residential mental health programs and a large mental health clinic.

Dec 2016-Jun 2017 ***Deputy Chief of Staff and Chief Medical Officer***, Perry Point Veterans Affairs Medical Center, Veterans Affairs Maryland Health Care System, Perryville, Maryland

*Served as the Chief Medical Officer for the Perry Point VA Medical Center in Perryville, Maryland. Provided collaborative leadership and supervision for an Acute Alcohol Detoxification ward; a Chronic Ventilator ward; a long term Psychiatric Facility with supporting outpatient Psychiatry Clinic; a Primary Care Clinic; an Urgent Care Clinic; a Community Living Center (Nursing Home); PTSD, Substance Abuse, and Homeless Rehabilitation Programs and facilities; and a supporting Prosthetics Support Center as well as supporting Laboratory, Radiology, and Pharmacy services.

*Established a leadership climate that ensured effective coordination and access to timely, high quality care between acute care, specialty care, rehabilitation services, short term/long term care facilities, and mental health rehabilitation services throughout the VA Maryland Health Care System.

Jan 2016-Dec 2016 ***Deputy Chief of Staff (Deputy CMO) & Loch Raven Site Manager; Director of the Quality, Safety and Improvement Service***, 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 provided collaborative and effective leadership as the Senior Medical Officer and Site Manager for the VA Maryland Health Care System (VAMHCS) Loch Raven Campus (consisting of the 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 Department), and various clinical support and administrative support services.

Jan 2015-Dec 2016 ***Director of the Quality, Safety, and Improvement Service*** Veterans Affairs Maryland Health Care System Baltimore, Maryland

*Led and directly supported 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. Efforts resulted in successfully moving the health system from 1-star to 3-star status during tenure.

*Led 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

- Jan 2014-Dec 2014 ***Chief Medical Officer (CMO), Military and Veterans Health Solutions and Services Section***
General Dynamics Information Technology (GDIT)
- Aug 2010-Dec 2013 ***Program Medical Director and Senior Medical Advisor, Military Health Solutions and Services Section***, General Dynamics Information Technology, Frederick, Maryland
- 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
- Jun 2006-June 2008 ***Commander/CEO***, 18th Medical Command;
Commander/CEO, Brain Allgood Army Community Hospital, Yongsan Base, Seoul, South Korea; ***Command Surgeon/Chief Medical Officer***, US Forces Korea and the Eighth US Army, Yongsan Base, Seoul, South Korea
- Jul 2003-Jun 2006 ***Command Surgeon/Chief Medical Officer***, United States Army Training and Doctrine Command (TRADOC), Fort Monroe, Virginia
- Jul 2002-Jun 2003 ***Deputy Commander for Clinical Services/Chief Medical Officer***, Womack Army Medical Center (WAMC), Fort Bragg, North Carolina
- 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
- Jul 1998-Jun 2000 ***Deputy Commander for Clinical Services/Chief Medical Officer***, Bayne-Jones Army Community Hospital, Fort Polk, Louisiana
- Jul 1997-Jun 1998 ***Student***, Industrial College of the Armed Forces, National Defense University, Fort McNair, Washington, D.C.
- Jun 1995-Jul 1997 ***Command Surgeon/Chief Medical Officer***, 101st Airborne Division (Air Assault), Fort Campbell, Kentucky.
- Jun 1994-Jun 1995 ***Student***, Command and General Staff Officer Course, Fort Leavenworth, Kansas
- Aug 1992-Jun 1994 ***Resident Advisor/Clinical Faculty Member and***

Clinic Director, Family Practice Residency Program
Eisenhower Army Medical Center, Fort Gordon, Georgia

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

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

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

Jul 1986-Jun 1989 *Family Medicine Resident*, Fort Gordon, Georgia

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

MILITARY SERVICE:

May 1977- Jul 1981 Infantry Officer, US Army. Honorable Discharge

Jun 1986 – Sept 2010 Medical Corps Officer, US Army. Honorable Retirement

MILITARY HONORS, AWARDS AND DECORATIONS:

ROTC Hall of Honor Inductee, Louisiana State University, Baton Rouge, LA
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)

VOLUNTEER SERVICE

Commissioner, Howard County Commission for Veterans and Military Families, 2016-