

Larry Daigle, CSSBB

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Summary

Accomplished executive with over 20 years of leadership experience in healthcare and manufacturing. Expertise in strategic planning, value-based care, organizational change, and performance improvement. Proven record of driving growth, operational excellence, and fostering innovation. Demonstrated success in executing strategic projects that enhance efficiency and improve outcomes.

Experience

President | Practical Improvement LLC

Denham Springs, LA | December 2022 – Present

Practical Improvement LLC provides consulting and advisory services specializing in operational excellence, improvement methodologies, workshop facilitation, and quality management systems. The firm helps organizations across various industries achieve operational excellence through facilitation, strategic planning, executive coaching, and tailored training programs.

Responsibilities:

- Provided advisory services in strategic planning, performance improvement, LEAN/Six Sigma, and quality management systems.
- Facilitated executive coaching sessions and training programs focused on strategic planning and operational efficiency.
- Conducted workshops and seminars on digital literacy, AI integration, value-based care programs, and strategic planning.
- Guided organizations through strategic change management initiatives, enhancing overall performance and achieving sustainable success.
- Served as Digital Literacy Instructor for Southeastern Louisiana University – Livingston Center, developing and delivering courses on Microsoft Office, AI basics, and virtual collaboration tools.

Accomplishments:

- Successfully implemented performance improvement strategies, significantly enhancing operational efficiency for clients.
- Conducted workshops and seminars on AI integration, positively impacting client efficiency and participants' digital capabilities.
- Advised organizations on value-based care program improvements, improving patient outcomes and cost efficiency.
- Developed comprehensive training programs that enhanced organizational leadership capabilities and operational efficiency.
- Created and delivered a digital literacy curriculum at Southeastern Louisiana University, significantly enhancing participants' digital skills.
- Received positive feedback for practical and engaging content in workshops and training sessions, improving the digital capabilities of diverse participants.

Program Manager – BCBS P4P Program | Ochsner Health - Center for Quality Excellence

New Orleans, LA | August 2024 – Present

Ochsner Health is the leading nonprofit healthcare provider in the Gulf South, delivering expert care at its forty-six hospitals and more than 370 health and urgent care centers. For thirteen consecutive years, U.S. News & World Report has recognized Ochsner as the No. 1 hospital in Louisiana. Additionally, Ochsner Children's has been recognized as the No. 1 hospital for kids in Louisiana for three consecutive years. Ochsner inspires healthier lives and stronger communities through a combination of standard-setting expertise, quality, and connections not found

anywhere else in the region. In 2023, Ochsner Health cared for more than 1.5 million people from every state in the nation and sixty-five countries. Ochsner's workforce includes over 38,000 dedicated team members and over 4,700 employed and affiliated physicians.

Responsibilities:

- Coordinated and managed strategic program scheduling, budget, and technical performance, ensuring projects remained on track and within budget.
- Functioned as an advisor to leadership and program teams, providing insights on project tasks, operational adjustments, and strategic alignment.
- Developed solutions to complex program issues, leading various departments to implement program plans.
- Formulated, organized, and monitored interconnected projects with high-level stakeholders to align with program goals.
- Led, coached, and mentored team members, fostering a collaborative and high-performance environment.
- Managed escalation processes for risk mitigation and change management on high-priority issues, ensuring continuity and problem resolution.
- Supported leadership with resource allocation, assignment of project teams, and evaluation of project performance metrics.
- Reviewed statements of work and prepared presentations for high-visibility projects to ensure clarity and alignment with organizational objectives.

Accomplishments:

- Guiding high-impact projects to completion and timeline goals for complex strategic initiatives.
- Implementing structured solutions that improve program efficiency and resource allocation across multiple initiatives.
- Improving communication, transparency, and collaboration among teams and stakeholders, increasing alignment with program goals and strategies.

Vice President Performance Management (QAPI) | North Oaks Health System

Hammond, LA | Feb 2016 – Jan 2024

North Oaks Health System, a healthcare leader in the region, bridging New Orleans and Baton Rouge, operates a comprehensive 330-bed acute care hospital and Level II Trauma Center. The system has a robust network of over 380 seasoned physicians across thirty-eight specialties and serves as a cornerstone of healthcare innovation and excellence for the region. With a workforce of over 2,500 committed professionals, North Oaks excels in delivering specialized care, including its Primary Stroke Center and cardiology services. Its healthcare infrastructure encompasses a state-of-the-art 27-bed medical rehabilitation hospital, a freestanding surgical center, two advanced diagnostic centers, and the region's most extensive multispecialty provider clinic.

Responsibilities:

- Led the strategic overhaul of North Oaks Health System's performance improvement program, enhancing healthcare quality, safety, and efficiency.
- Partnered with senior leaders to develop and implement effective quality and performance strategies aligned with national standards and best practices.
- Analyzed healthcare trends and performance data, initiating targeted interventions to improve system efficacy and patient outcomes.
- Led the evaluation of service satisfaction metrics, driving continuous improvement initiatives based on insightful feedback and performance analysis.
- Worked closely with senior executives to strategically plan and manage financial resources, optimizing budget allocation to support departmental and system-wide objectives.
- Routinely presented quality initiative updates to the Board of Commissioners, Senior Leadership, and key stakeholders.
- Fostered a culture of trust and collaboration, establishing solid relationships with medical staff, employees, management, and community stakeholders, reinforcing a united vision for healthcare excellence.
- Championed the development of performance improvement tools and educational programs, enhancing the skill sets and capabilities of health system leaders.

- Conducted in-depth analyses of departmental processes, identifying, and implementing workflow improvements that significantly boost operational efficiency.
- Directed the planning and execution of transformative changes within the department, effectively managing cross-system projects and initiatives that garnered national recognition.
- Oversaw the external quality reporting functions, ensuring the utmost data integrity and compliance with stringent reporting standards.
- Strategically aligned clinical informatics with quality initiatives, leveraging technology to enhance patient safety and healthcare quality and streamline clinician workflows.

Accomplishments:

- Strategically optimized provider and hospital value payment programs, leading to a significant financial turnaround from \$1 million in penalties to \$4.5 million in annual incentives. Programs included Hospital Value-Based Purchasing, Hospital Readmission Reduction Program, Hospital-Acquired Condition Reduction Program, Medicare Access, and CHIP Reauthorization Act - Quality Payment Program (QPP) - Merit-Based Incentive Payment System (MACRA-QPP-MIPS), Managed Care Improvement Program (MCIP), and other quality payment programs.
- Achieved significant clinical outcome improvements, including a 30% reduction in CLABSI, a 15% reduction in CAUTI, a 28% reduction in Pressure Injuries, a 25% reduction in falls, a 33% reduction in serious safety events, a 25% improvement in controlled A1c, and a 30% improvement in blood pressure control, demonstrating a profound impact on patient care and safety.
- Secured multiple Press Ganey Guardian of Excellence Awards® consecutively from 2016 to 2021, reflecting sustained excellence in patient satisfaction and service quality.
- Developed and implemented a comprehensive performance improvement training curriculum for all health system leaders, enhancing organizational leadership capabilities and operational efficiency.
- Achieved designation as a Blue Distinction® Center+ for Maternity Care by Blue Cross and Blue Shield of Louisiana for North Oaks Medical Center Women & Children's Services. This prestigious recognition reflects our commitment to quality maternity care and meeting rigorous standards, including reducing early elective deliveries.
- Recognized by the Louisiana Department of Health's Office of Public Health – Bureau of Family Health with the state's highest breastfeeding quality designation, The GIFT, for North Oaks Medical Center Women & Children's Services. This honor underscores our dedication to providing exceptional, patient-centered care and robust support for breastfeeding mothers.
- Led successful accreditation efforts for the Primary Stroke Center, Commission on Accreditation of Rehabilitation Facilities (CARF), The Joint Commission (TJC), and American College of Surgeons Trauma Level II Certification, reinforcing the health system's commitment to excellence and quality standards.

Director of Quality Management | Our Lady of the Lake Regional Medical Center

Baton Rouge, LA | May 2009 – Jan 2016

An integral part of the Franciscan Missionaries of Our Lady Health System, Our Lady of the Lake Regional Medical Center stands as a premier healthcare institution and the sole Level I Trauma Center in Louisiana's Capital Region. Esteemed for its comprehensive and innovative care, particularly in heart and vascular health, emergency services, stroke management, and cancer treatment, it holds accreditation from the American College of Surgeons. The center features a 900+ bed facility and offers an array of over 40 specialties supported by an extensive network of healthcare professionals.

Responsibilities:

- Oversaw the comprehensive performance improvement program, focusing on healthcare quality, customer service, and operations improvement.
- Directed patient safety initiatives, incorporating Root Cause Analysis and implementation of best practices to enhance patient outcomes and safety standards.
- Collaborated with senior leadership to develop and implement quality and performance improvement structures, aligning with national quality initiatives and evidence-based objectives.
- Engaged in proactive monitoring of healthcare trends and system performance priorities to align and respond with performance-enhancing interventions.
- Continually reviewed service satisfaction data, participating in feedback-driven improvement initiatives.

- Worked closely with senior leadership to plan and manage financial needs effectively within the department and system budget.
- Provided leadership in coaching and educating on performance improvement tools.
- Analyzed department processes to identify and improve workflow between departments.
- Planned, implemented, and managed change within the department and across the system.
- Oversaw external quality reporting functions, ensuring data integrity, accuracy, and compliance with reporting requirements.
- Led the performance improvement and patient safety program, which improved risk-adjusted outcomes, patient satisfaction, hospital value programs, and operational efficiency.
- Mentored and coached organizational continuous improvement teams using DMAIC and LEAN methodologies in clinical and ancillary areas.
- Implemented organization-wide efforts to develop and manage quality programs using a data-driven focus that set improvement priorities aligned with the organization's vision, mission, and strategic goals.
- Routinely presented quality initiative updates to the Board of Directors, Senior Leadership, and key stakeholders.

Accomplishments:

- Spearheaded multiple improvement initiatives that significantly enhanced patient safety indicators, including substantial reductions in hospital-acquired infections, Pressure Injuries, Falls, and Medication Errors.
- Successfully led the accreditation quality assurance and performance improvement efforts for Stroke, The Joint Commission (TJC), and Trauma, ensuring compliance with rigorous standards and enhancing the quality of care delivered.
- Actively delivered training on the Change Acceleration Program (GE), fostering a culture of continuous improvement and innovation across the organization.
- Mentored and guided organizational continuous improvement teams using DMAIC and LEAN methodologies, resulting in marked improvements in risk-adjusted outcomes, patient satisfaction, and hospital value programs.

Regional Quality Manager | Hexion Inc.

Geismar, LA | Aug 2002 – May 2009

Hexion Inc., headquartered in Columbus, Ohio, is a global leader in producing adhesives and performance materials, specializing in thermoset resins. With approximately twenty-seven industrial facilities worldwide, Hexion serves a diverse range of applications and industries. The company is pivotal in the global wood and industrial markets, offering an extensive range of thermoset technologies and products. Hexion's commitment to technical support and innovation empowers customers across various sectors, reinforcing its position at the forefront of material science.

Responsibilities:

- Spearheaded the implementation and maintenance of the ISO-9001:2000 quality management system across the Southeast US region, ensuring adherence to high standards in quality management.
- Conducted comprehensive internal audits in accordance with ISO 9001:2000 standards across various sites, research and development facilities, and regional offices to maintain stringent quality compliance.
- Oversaw quality assurance protocols for raw materials, in-process, and final product testing, ensuring superior quality throughout the production lifecycle.
- Led the customer response program, employing cross-functional strategies to address and resolve complex production issues and customer queries effectively.
- Actively contributed to the metal oxide catalyst yield improvement program, providing expert micro-gas Chromatography analysis and support.
- Championed regional process improvement initiatives using DMAIC and Six Sigma methodologies, driving operational efficiency and product quality enhancements.

Accomplishments:

- Successfully led the implementation of ISO 9001:2000 across multiple facilities, significantly elevating quality standards and ensuring rigorous compliance across the organization.

- Led a series of Six Sigma improvement initiatives, resulting in marked enhancements in process and production efficiency, alongside a substantial reduction in raw material loss, contributing to cost savings and improved operational performance.

Education & Certifications

- Bachelor of Science in Environmental Management, Louisiana State University (1991 – 1997). Minors in Business Administration and Microbiology.
- ASQ Certified Six Sigma Black Belt (Cert. # 15870) – American Society for Quality, Issued October 2014, Expires December 2027.
- TeamSTEPPS Master Trainer – Agency for Healthcare Research and Quality, Issued Jan 2015.

Courses / Training

- Leadership Livingston: Livingston Parish Chamber of Commerce June 2017
- LEAN / CAP Boot Camp 2015 (Our Lady of the Lake / General Electric - GE) 2015
- Louisiana Performance Excellence Award - Board of Examiners Training 2011
- American College of Healthcare Executives: Executive Program 2010
- ISO 9000:2000 Series Auditor / Lead Auditor (Perry Johnson, Inc.) 2007

Organizations

- Franciscan Missionaries of Our Lady University – Franciscan Center for Professional Development – Advisory Board Member
- American Society for Quality- Senior Member
- Livingston Parish Chamber of Commerce: Education Committee –Member
- Leadership Livingston Alumni- Member
- Mighty Moms Food Pantry- Volunteer
- Louisiana Hospital Association: Quality Subcommittee -Former Member

Skills

•Strategic Planning & Visioning •Patient Safety & Compliance •Quality Improvement & Assurance •LEAN & Six Sigma Methodologies •Process Improvement •Change Management & Team Building •Cross-Functional Facilitation