

LEANNE GALLIGAN

Healthcare Executive | Orthopedic Practice Leader | Industry Speaker | Board Member

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Executive Summary

Accomplished healthcare executive with more than 25 years of progressive leadership experience within a leading orthopedic practice. Proven success leading multi-site operations, physician integration, patient access strategy, organizational growth, technology transformation, and patient experience initiatives across 12 locations serving 41 physicians and 31 advanced practice providers. Known for bringing together physicians, clinical teams, operational leaders, and technology partners to develop and implement enterprise-wide workflows that align strategy, improve performance, and drive organizational excellence. Recognized leader in the orthopedic space who is active as a board member, internal Operations Committee member, and experience as a national conference speaker with a demonstrated ability to build high-performing teams, drive innovation, improve workforce retention, and achieve exceptional organizational outcomes.

Executive Highlights

- Lead patient services operations across 12 orthopedic locations and a centralized call center.
- Direct teams of 55–60 employees supporting patient access, scheduling, communications, and service delivery.
- Support practice operations for 41 physicians and 31 advanced practice providers.
- Successfully onboarded 10 physicians during a period of significant organizational growth.
- Provide oversight for a call center managing approximately 28,000 patient calls monthly.
- Serve as a member of the Operations Committee, contributing to enterprise-wide strategic planning and operational decision-making.
- Act as the primary enterprise resource for EHR optimization, workflow design, adoption, training, and system enhancements.
- Led enterprise telecommunications transformation and implementation of Voice AI and digital patient engagement solutions.
- Contributed to opening and operational launch of four practice locations.
- Improved patient satisfaction performance from approximately the 80th percentile to consistently achieving upper-90th percentile rankings.
- Participated in implementation and optimization of two enterprise EHR platforms.
- Built a high-performing Patient Services organization with average employee tenure exceeding two years in traditionally high-turnover entry-level positions.

Selected Executive Accomplishments

Operational Expertise

- Partnered with executive leadership and physicians in the successful opening and operational launch of four orthopedic practice locations.
- Supported strategic growth initiatives resulting in the successful integration and onboarding of physicians.

Crisis Leadership & Business Continuity

- Led organizational response efforts during multiple operational disruptions, including the COVID-19 pandemic, facility flooding, utility outages, technology failures, cybersecurity threats, and telecommunications interruptions.
- Partnered with physicians, operational leaders, technology teams, and external vendors to implement contingency plans that ensured continuity of patient care and business operations.

- Directed rapid response workflows and communication strategies that minimized operational downtime and maintained patient access during critical events.
- Successfully navigated pandemic-related operational challenges while supporting testing, vaccination initiatives, workforce safety, and continuity of care.
- Served as a key leader in organizational preparedness, recovery planning, and enterprise risk mitigation efforts.

Technology & Innovation Leadership

- Served on implementation leadership teams for two enterprise electronic health record platforms.
- Led enterprise-wide phone system modernization and deployment of new patient engagement platforms.
- Spearheaded implementation of Voice AI and digital chat capabilities to improve patient access and operational efficiency.
- Provide ongoing leadership and strategic guidance for EHR enhancements and technology adoption across the enterprise.

Patient Experience Excellence

- Directed initiatives that elevated patient satisfaction scores from the 80th percentile to the upper 90th percentile.

Workforce Development & Culture

- Developed employee engagement and retention strategies supporting exceptional workforce stability.
- Fostered career development pathways and leadership opportunities that strengthen organizational culture and employee growth.

Professional Leadership & Governance

- American Alliance of Orthopaedic Executives (AAOE) – Member (2022–Present), Education & Technology Council Member (2023–Present)
- American Alliance of Orthopaedic Executives (AAOE) - Member (2026 – Present), Elections Council
- South Atlantic Orthopaedic Executives (SAOE) – Member (2022–Present), Board of Directors (2024–Present), Treasurer/Secretary (2025–Present)
- Lean Six Sigma Green Belt – Emory University (July 2025)

Industry Speaking & Thought Leadership

- National conference presenter on workforce engagement, retention, leadership development, and organizational culture.
 - "The S.H.A.R.P. Approach to Employee Retention and Job Satisfaction"
 - "Just Because You Can, Doesn't Mean You Should"

Career Progression

Peachtree Orthopedics (1998–Present)

- Director of Patient Services
- Clinical Operations Specialist
- Clinical Supervisor
- Clinical IT & Communications Specialist
- Clinical Assistant

References

- Available upon request