

Profile - Laurie Lewis-Piecuch



Laurie Lewis-Piecuch has been helping families her entire career. She's continuing to help those most in need today in her role as Quality Assurance Lead at GRHHN.

Laurie helps provide oversight of quality care at GRHHN, which includes auditing client records, processing incident reports, handling client concerns and maintaining regular contact with Care Management Agencies (CMAs) and Managed Care Organizations (MCOs).

"I'm part of the Quality Team at GRHHN. As a liaison to the CMAs, I provide ongoing assistance to my agencies and assure they have everything they need to provide the best care to their patients," Laurie said.

As a designated lead health home in the Rochester community, part of GRHHN's role is to provide oversight and audit the various care management agencies to assure health home patients are receiving the best possible care.

"I like the variety of what I do, and I like the feeling that we're making a difference in people's lives," Laurie said.

Before Laurie arrived at GRHHN in 2016, she was a Manager in Behavioral Health at Unity Health System for more than 15 years. Laurie is a Licensed Marriage and Family Therapist (LMFT) and has a passion for family therapy.

Over the past four years, Laurie said her role and GRHHN as an organization have evolved.

"GRHHN as an organization has become more streamlined and automated and we have more infrastructure in place now, but what hasn't changed are the personal connections and our commitment to providing good quality care," Laurie said.

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