

Peggy Greco
Chief Patient Experience Officer
Nemours Children's Health

Dr. Peggy Greco is the Chief Patient Experience Officer for the Nemours Children's Health enterprise and is based in Jacksonville, FL. She is responsible for the development and implementation of innovative strategic approaches to engage medical providers, staff, patients, and their families in the process of improving the healthcare experience.

Dr. Greco oversees the development, delivery, and evaluation of patient experience training for providers, leaders and other associates across Nemours' 85 sites. She also leads research and innovation that positively influences the patient, provider, and associate experience at Nemours. She has held roles of principal investigator, co-investigator, grant reviewer, and grant recipient. Her work has been published in peer-reviewed journals; she is an active reviewer of several scientific journals and a sought-after presenter at national and international conferences on patient experience and communication in healthcare.

Dr. Greco received her bachelor's degree in psychology from Emory University, and her Master's and a Doctorate in clinical psychology from the University of Miami. She completed an internship at the University of North Carolina Chapel Hill and a fellowship with Nemours Children's Clinic in Jacksonville. Her clinical practice and educational activities also include having served as a psychologist in the Department of Family Medicine at Mayo Clinic-Jacksonville, and training family medicine residents in child development and behavior, psychopathology, and psychological interventions.

She is a member of the Academy of Communication in Healthcare, American Diabetes Association, American Psychological Association, Society of Clinical Psychology, Society of Pediatric Psychology, Society of Clinical Child and Adolescent Psychology, International Society of Clinical Psychology, and the Northeast Florida Pediatric Society.