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Cerese leads UHC's extensive performance improvement products and services, including the UHC Intelligence suite of performance improvement platforms, comprehensive databases, informatics, analytics, quality research, and nursing leadership. She also directs the Quality and Accountability Study, which is the basis for the nationally recognized UHC Quality Leadership Award presented to 10 top-performing academic medical centers each year. Previously Cerese served as director of quality and infection control at Chicago's Northwestern Memorial Hospital, and as senior director of UHC's clinical process improvement area. Cerese holds a master's degree and a bachelor's degree in nursing from the Loyola University Chicago Niehoff School of Nursing, where she is currently pursuing a doctoral degree with a focus on inter-professional education. In addition, she has authored many journal articles on quality, performance improvement, and other clinical topics.