



Population Health Team



- As more of our payer contracts move toward value-based programs, the Population Health team has merged and expanded in order to meet the growing needs. In August, the Family Medicine and MEAC teams were merged, to provide a single focus for our value-based programs.
- In addition to the centralized team at the DTC, we also have nurses embedded in the primary care clinics who provide face-to-face care. Some of these case managers are members of the Pop Health team, while others are clinic employees, but all work together on the various programs to improve patient care. Additionally, some of our insurance payers also have employees embedded at the DTC.

What does the Population Health team do?

- Manage around 60,000 active patients across all specialties and clinics, with particular focus on Primary Care, OB-GYN and Pediatrics.
- Manage 20+ value-based programs, including the UPL, ACO, CPC+, MIPS, TennCare PCMH, and all of the payer-specific programs. Meet monthly with payers.
- Obtain and maintain PCMH certification for our primary care clinics.
- Work with clinics, staff, residents and faculty to implement new workflows and track progress throughout the year.
- Utilize case managers to assist clinics with patient outreach, post-discharge calls, and chronic care management.

Your Population Health Team

Monaco Briggs, MBA — Director of Quality Improvement and Operational Optimization

Jennifer Logan, MA — Director of Population Health

Shana Atkins, MPH — Population Health Program Coordinator

Vanessa Canter, MBA — Quality Improvement Coordinator

Tracy Jones, AAS — Lead Data Analyst

Hannah Vitt, RN, MSN — Data Analyst

Jan Hubbard, RN — Lead Case Manager — Johnson City Internal Medicine

Karen Myers, LPN — Case Manager — Kingsport Internal Medicine

Risa McClain, LPN — Case Manager — Centralized

Betty Dellinger, RN — Case Manager, Centralized

Morgan Tipton, BSW — Care Coordinator — OB-GYN and Pediatrics

Millie Wykoff, RN — Patient Health Manager, Johnson City Family Medicine

Maggie Holifield, RN — Patient Health Manager, Kingsport Family Medicine

Pam Musselwhite, CMA — Patient Health Manager, Bristol Family Medicine

Freda Campbell, LPN — Case Manager — Pediatrics

Triston Howell — student worker

Heather Click, RN — BCBS embedded case manager

Sarah Darling, RN — Humana embedded case manager