

University of North Carolina Physicians and Associates – (UNC P&A)

Strategic Performance Improvement Plan

Presented by:
Navigant Consulting, Inc.

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Section I

Introduction

- **NIC Team**
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NCI Team

- William Kerr Oversight
- Ed McCarthy Project Director
- Rob Gamble Revenue Cycle
- Dean Kinsey, MD UNC P&A
- MarieAnn North Faculty Practice Plan and Ambulatory Operations
- Richard Vernick, MD GME and CARTS

Interviews

- Gary Atkins, Director, Billing and Collections
- Joellen Buckio, Financial Planning Specialist, Surgery
- Mary Lee Baker, Clinical Assistant Professor, Director, Surgery Clinics
- David Bauer, Associate Director, ACC Administration/StartRight
- Lou Ann Capps, Administrative Support Supervisor, Clinical Business Services, Patient Services
- Jan Collins, Medical Coder Supervisor
- Leigh Darby, Clinic Administrator, OB/Gyn
- Kathy Dyda, Director of Administration
- Mary Engstrom, Business Analyst
- Jessica Ferrari, Operations Manager, Neurology
- Keith Gran, Assistant Chair for Administration, Department of Medicine; COO, UNC Physicians
- Raqi Guy, Department of Pediatrics Financial Analyst, Reimbursement/Accounting
- Alma Hawks, Revenue Accounting, Administrative Support Supervisor
- Jessica Hazard, Ambulatory Program Director, OB/Gyn
- Joanna Herath, Service Line Administrator
- Angela Jarvies, Clinic Administrative Manager of Oncology Clinics
- Susan Jimenez, Medical Coder Supervisor
- Anna Carol Jones, Pediatrics Department Administrator
- Pam King, Manager, Patient Accounts Business Operations
- Gary Kress, Administrator, Division Hematology/Oncology

Interviews

- Bobbi Marks, Clinical Administrator, Director Oncology (I/P, O/P)
- Laurie McDaniel, Application Manager
- Susan Owen, Clinic Manager, GI Medicine
- Susan Pickard, Business Analyst, Quality Assurance
- Trina Pugh, Senior Coding Specialist
- Jackie Roberson, Patient Financial Services Rep., Billing & Collections, Team B
- Robin Robinson, Department of Surgery, IT Manager
- Cathi Rogers, Department of Pediatrics, Clinic Manager
- Gwen Samumski, RN, Charge Nurse, GI Medicine
- Kim Schneider, Administrative Director, OB/Gyn
- Lisa Sofferin, Administrative Support Supervisor
- Jenny Spry, RN, Administrative Director, Children's Clinic
- Celeste Summers, CBA Supervisor, Children's Specialty Clinics
- Lynn Tapp, Administrative Manager, Surgery
- Kay Taul, Billing Services Manager, Billing & Collections, Team D
- Scott Trott, Director, Managed Care
- Jeff Wall, Application Development Project Supervisor
- Sherry White, RN, Coordinator, Authorization, Insurance Verification, Department of Surgery
- Carol Williard, Department of Surgery Business Analyst