



PROGRAM OFFICE OVERVIEW

MISSION, VISION, & VALUES

STRATEGIC PLAN 2020-2022

DIRECTORY

MISSION, VISION, & VALUES

In 2020, the NC AHEC Program adopted mission, vision, and value statements shared by all regional AHECs and the Duke AHEC Program.

Mission	<p>The NC AHEC Program provides and supports educational activities and services with a focus on primary care in rural communities and those with less access to resources to recruit, train, and retain the workforce needed to create a healthy North Carolina.</p> <ul style="list-style-type: none">• Recruit. Provide and coordinate services and supports to ensure an adequate supply of trainees/students who reflect their communities pursuing health careers• Train. Provide and coordinate services and supports for trainees/students to encourage them to choose to practice in interprofessional, primary care settings, particularly in rural communities and those with less access to resources.• Retain. Provide and coordinate services and supports to retain the workforce for health, with a focus on interprofessional primary care.
Vision	<p>We envision a state where every North Carolinian is healthy and supported by an appropriate and well-trained health workforce that reflects the communities it serves.</p>
Values	<p>Excellence: We deliver quality activities and services that our customers and partners value. Diversity: We promote equity and inclusivity. Integrity: We act with fairness, transparency, and the highest level of ethics. Collaboration: We value partnerships and support interprofessional approaches. Improvement: We continuously innovate and improve our work.</p>

STRATEGIC PLAN 2020-2022

Programming Excellence

- Develop and implement comprehensive state health workforce planning process
- Reimagine and innovate programs to address the state's current and future workforce needs through recruitment, training, and retention

AHEC System Alignment & Strategic Partnerships

- Align regional AHECs and NC AHEC Program Office priorities
- Review and strengthen affiliations with medical schools and health science programs

Sound Operations & Sustainability

- Transform NC AHEC's operating model into an agile, efficient, and effective network to implement aligned health workforce initiatives
- Leverage technology consistently across AHECs

- Monitor and evaluate program outcomes to ensure that the intended result are achieved

Produce outcomes to meet the state's health workforce needs

- Strengthen old partnerships and form new partnerships with key drivers of the health workforce

Align AHEC System and partnerships to drive results

- Effectively communicate internally and externally
- Secure funding from diverse sources

Operate efficiently & effectively to sustain success

Recruit, train, and retain the workforce needed to create a healthy North Carolina

PROGRAM OFFICE DIRECTORY

You can use this section to look up contact information and better understand Program Office staff roles. The role of the Program Office is to:

- Set strategic course to ensure the mission is met
- Ensure alignment across the AHEC system
- Provide support to Regional AHECs in accomplishing statewide and regional goals
- Evaluate success in meeting goals
- Provide funding to support regional AHEC work
- Lead statewide initiatives

<p>Hugh Tilson Director, Associate Dean hugh_tilson@ncahec.net</p>	<p>Provides overall direction for the NC AHEC Program, including:</p> <ul style="list-style-type: none"> • Setting strategic direction for the Program • Ensuring effective and efficient administration of the Program • Developing new Initiatives and maintaining support for the Program • Representing NC AHEC on the state and national level
<p>Ty Martin Executive Assistant ty_martin@ncahec.net</p>	<p>Various duties for Director, Associate Dean and additional duties as requested.</p>
<p>Vacant Director of Operations & Diversity</p>	<p>Provides oversight for Program Office Operations and Diversity initiatives, including:</p> <ul style="list-style-type: none"> • Human Resources • Finance • Communications • IT • Health Careers and Workforce Diversity • Regional AHECs Operations Team • Special Projects
<p>Lisi Martinez Lotz Director of Planning & Innovation lisi_lotz@ncahec.net</p>	<p>Provides oversight of Strategic Planning work, implementation of the foundational processes used by the Program, development of innovations and funding strategies. Leads Statewide Projects including:</p> <ul style="list-style-type: none"> • Foundational processes (Annual Work Statements, Year-End Reviews, etc.) • Community Health Worker Initiative • Results Based Accountability/Healthy North Carolina 2030
<p>Suzanne Crabtree Admin Support Specialist suzanne_crabtree@ncahec.net</p>	<ul style="list-style-type: none"> • Various duties for Director of Planning & Innovation and additional duties as requested. • Various duties for Associate Director of Interprofessional Education (IPE), Continuing Professional Development, and Nursing and additional duties as requested.

SERVICE LINES

HEALTH CAREERS & WORKFORCE DIVERSITY, EQUITY, AND INCLUSION

- **Pathways Program.** Supporting and fostering interest and diversity in pathways of precollege students to becoming health care professionals.
- **AHEC Scholars.** The NC AHEC Scholars Program recruits, trains, and supports a diverse group of students from across the state, creating a multidisciplinary team of health professionals committed to both community service and the transformation of health care in NC.

<p>Paris Andrew Associate Director of Health Careers & Workforce Diversity paris_andrew@ncahec.net</p>	<ul style="list-style-type: none"> • Oversees statewide work for HCWD and supports statewide work around Diversity, Equity and Inclusion • Provides leadership for the NC Alliance for Health Professions and Diversity
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<p>Vacant Program Associate</p>	<ul style="list-style-type: none"> • Various duties for Associate Director of Health Careers & Workforce Diversity and additional duties as requested • Handles listserv for Health Careers & Workforce Diversity and the NC Alliance for Health Professions and Diversity
<p>STUDENT SERVICES Supports community-based education of health professions students, particularly in rural and/or less resourced areas of NC. This Service Line includes two areas: 1) AHEC Student Housing 2) Office of Regional Primary Care Education (ORPCE).</p>	
<p>Vacant Associate Director of Student Services and Preceptors</p>	<ul style="list-style-type: none"> • Oversees statewide services to students and preceptors • Oversees student housing and preceptor payments
<p>Courtney Lewis Social/Clinical Research Assistant courtney_lewis@ncahec.net</p>	<ul style="list-style-type: none"> • Processes preceptor payment • Processes MyAHEC housing invoices
<p>CONTINUING PROFESSIONAL DEVELOPMENT (CPD)</p> <ul style="list-style-type: none"> • Provides health care workforce with the continuing education they need to tackle the problems of today and tomorrow and to maintain their licensure. • Promotes interprofessional practices (IPP) to ensure the deliverability of the highest quality of care and the opportunity to practice at the top of professional scope/license. 	
<p>Jill Forcina Associate Director of Interprofessional Education (IPE), Continuing Professional Development, and Nursing jill_forcina@ncahec.net</p>	<ul style="list-style-type: none"> • Develops and deploys IPE and Interprofessional Practice (IPP) educational programming statewide • Leads CPD strategies and activities • Provides leadership and support to the Nursing discipline group
<p>Nevin Fouts eLearning Coordinator nevin_fouts@ncahec.net</p>	<ul style="list-style-type: none"> • Leads eLearning efforts supporting State of NC customers and course development for statewide efforts • Manages and coordinates the development of online courses and modules • Plans and manages live event support using Zoom Webinar and Vast Conference • Coordinates statewide sharing of best-practices for live webinars and eLearning activities
<p>GRADUATE MEDICAL EDUCATION (GME)</p> <ul style="list-style-type: none"> • Improves the distribution and retention of primary care physicians and other specialties of need through residency education and other important system supports. 	
<p>Adam Zolotor Associate Director of Medical Education adam_zolotor@ncahec.net</p>	<ul style="list-style-type: none"> • Leads GME strategies to expand and enhance medical education • Leads GME Taskforce
<p>PRACTICE SUPPORT Ensures that rural and under-resourced primary care and specialty practices receive the education and technical assistance they need on a variety of practice transformation initiatives. These services include:</p> <ul style="list-style-type: none"> • Quality Improvement and special population health initiatives to close care gaps and reduce health disparities • Medicaid Managed Care Education & Technical Assistance • Medicare Quality Payment Program Technical Assistance • NC Health Connex Training and Technical Assistance • EHR and Telehealth Optimization and Selection • Practice Needs Assessments • Clinical Workflow Redesign • COVID-19 education and technical assistance 	

<p>Chris Weathington Director of Practice Support chris_weathington@ncahec.net</p>	<ul style="list-style-type: none"> • Provides leadership and support to NC AHEC's Practice Support teams and coaches • Ensures that medical practices have the help they need to evolve an ever-changing health care system- from electronic health records to Medicaid Managed Care • Leads coordination of Medicaid managed care virtual office hours, webinars, etc. Liaisons with professional associations and provider networks
<p>Debbie Grammer Deputy Director of Practice Support debbie_grammer@ncahec.net</p>	<ul style="list-style-type: none"> • Leads fiscal, budgetary and contracting activities for all projects and grants • Leads communications strategy and activities on behalf of practice support team and in collaboration with Communications Manager at program office • Responsible for management of special projects (DPH QI project with EAHEC/SRAHEC/SEAHEC), statewide STUN project), etc.
<p>Gwen Arnold Business Services Coordinator gwen_arnold@ncahec.net</p>	<ul style="list-style-type: none"> • Leads meeting logistics, practice database maintenance, training scheduling sessions for coaches, weekly coach updates, and other support to the Practice Support operations
<p>Monique Mackey Quality Improvement Manager monique.mackey@arealahec.org</p>	<ul style="list-style-type: none"> • Provides leadership on all QI activities and KDIS with practice support coaches • Leads QI contracted deliverables with NC Medicaid • Responsible for new coach orientation, staff self-assessments, on-going coach support and training
<p>Mary McCaskill Health IT Manager mary_mccaskill@ncahec.net</p>	<ul style="list-style-type: none"> • Responsible for NCHIE and DMA contract management and reporting • Leads HIT efforts on behalf of program office team with the coaches via workgroups, virtual office hours and special projects. This includes EHR and telehealth optimization, HIE training and technical assistance, and CRM software and data management in collaboration with program office's IT team
<p>Valerie Williams Business Services Coordinator valerie_williams@ncahec.net</p>	<ul style="list-style-type: none"> • Oversees Help Desk support (email & telephone), manages practice outreach communication and documentation for HIE training requests, manages fiscal and compliance tracking for grant programs to practices, and assists with special projects
<p>Carol Stanley Medicaid Transformation Manager carol_stanley@ncahec.net</p>	<ul style="list-style-type: none"> • Provides program administration for Medicaid Managed Care activities • Serves as liaison to NC Medicaid on AHEC activities, reporting and deliverables • Serves as a subject matter expert resource to practice support coaches for issue resolution and resource development
<p>Tracey Wiatowski Project Specialist tracey_wiatowski@ncahec.net</p>	<ul style="list-style-type: none"> • Provides project management support for Medicaid managed care activities
<p>Lauren Tomola Librarian ltomola@email.unc.edu</p>	<ul style="list-style-type: none"> • Manages the archiving and research of publications, tools and resources via PBworks and Basecamp
<h2>OPERATIONS</h2>	
<h3>INFORMATION TECHNOLOGY</h3> <ul style="list-style-type: none"> • Provides information management, communication technologies, and IT-enabled educational capabilities throughout the NC AHEC system to support cross-site collaboration and the implementation and support of statewide capabilities. This includes: • Development of Statewide IT plans to support business processes • Deployment of capabilities needed to improve the web experience for AHEC customers • Coordinated use of shared IT resources such as videoconferencing support 	
<p>Ashley Langley Associate Director of Statewide IT ashley_langley@ncahec.net</p>	<ul style="list-style-type: none"> • Manages all aspects of Statewide IT and relationships between AHECs and campus resources and performs data work around reporting for many initiatives.

<p>Bradley Cummins Lead Developer and Systems Architect bradley_cummins@ncahec.net</p>	<ul style="list-style-type: none"> Orchestrates how development is done within web services, technologies adopted, and primary system administrator of IT housed in the Amazon cloud. Lead developer for many new initiatives.
<p>Cleibe Souza Applications Analyst cleibe_souza@ncahec.net</p>	<ul style="list-style-type: none"> Contributing developer to statewide IT projects Responsible for MyAHEC portal, practice support tools, and student housing application
<p>Jamie Kirk Applications Learning Specialist jamison_kirk@ncahec.net</p>	<ul style="list-style-type: none"> Contributing developer to statewide IT projects Primary point person for Docebo programming integration and secondary user support.
<p>Naomi Cox Customer Support Specialist naomi_cox@ncahec.net</p>	<ul style="list-style-type: none"> Provides front-line technical support for customers and regional staff sending requests through support@ncahec.net
<p>Deborah Wilson Contract CRM Project Manager</p>	<ul style="list-style-type: none"> Limited role to provide support/technical guidance through CRM project.
<p>COMMUNICATIONS</p> <ul style="list-style-type: none"> Oversees statewide communications and marketing strategy for the NC AHEC Program Office 	
<p>Caroline Orth Communications & Marketing Manager caroline_orth@ncahec.net</p>	<ul style="list-style-type: none"> Oversees Help Desk support (email & telephone), manages practice outreach communication and documentation for HIE training requests, manages fiscal and compliance tracking for grant programs to practices, and assists with special projects
<p>Kim Moser Temporary Communications & Marketing Assistant kim_moser@ncahec.net</p>	<ul style="list-style-type: none"> Provides marketing & communications assistance for Medicaid managed care activities
<p>FINANCE</p> <p>Monitors and oversees state funding, grants, and funding allocated through the:</p> <ul style="list-style-type: none"> Nine Area Health Education Centers Duke AHEC Program 17 UNC on-campus departments supported by NC AHEC UNC Air Operations 	
<p>Jocelyn Brooks Director of Finance jocelyn_brooks@ncahec.net</p>	<ul style="list-style-type: none"> Monitors and oversees all state funding and grants allocated to NC AHEC. Also, handles the finances of Medical Air Inc./UNC Air Operations
<p>Teri Montero Accounting Technician teri_montero@ncahec.net</p>	<ul style="list-style-type: none"> Processes monthly regional AHEC reimbursement invoices for state & grant funds, reconciles accounts, handles UNC Facilities work orders, processes travel & other administrative duties