



PROGRAM OFFICE DIRECTORY

You can use this resource to look up contact information and better understand Program Office staff roles. Please contact Hugh Tilson if you need assistance identifying the appropriate Program Office personnel.

The role of the Program Office is to:

- Set strategic course to ensure the mission is met
- Ensure alignment across the AHEC Program
- 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 Executive Director 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 • Coordinating Regional AHEC leadership
<p>Ty Martin Executive Assistant ty_martin@ncahec.net</p>	<p>Various duties for the Executive Director and additional duties as requested</p>
<p>Lisi Martinez Lotz Director of Planning & Innovation lisi_lotz@ncahec.net</p>	<p>Works with Regional AHEC staff and Program Office (PO) staff to 1) define and accomplish strategic goals and 2) identify, improve, and address process and system issues.</p> <p>This includes leading the development, implementation, and monitoring of:</p> <ul style="list-style-type: none"> • NC AHEC Strategic Plan • Regional AHEC Work Statement and Year in Review • Performance Measures • On Campus Work Statement, Mid-Year Report, and Annual Report • Regional Feedback on PO Performance • System-wide Processes and Resources (e.g., Resource for Collaborative AHEC Work, PO Directory, Charters) <p>Other roles include:</p> <ul style="list-style-type: none"> • Supports Executive Director in planning EWT and Director’s meeting agendas • Leads Funding Opportunities and Reproductive Health/Health Equity meetings • PO lead for following statewide initiatives: Community Health Worker, Results Based Accountability/Healthy North Carolina 2030, Healthy Opportunities Pilot
<p>Andy MacCracken Director, NC Center on the Workforce for Health andy_maccracken@ncahec.net</p>	<p>Directs the NC Center on the Workforce for Health to lead statewide efforts to plan for and meet the state’s health workforce needs. This includes leading workstreams such as the Health Talent Alliance (Talent Pipeline Management) and the Caregiving Council.</p>
<p>Rhonda Turner Business Officer, NC Center on the Workforce for Health rhonda_turner@ncahec.net</p>	<ul style="list-style-type: none"> • Manages budgets and facilitates budget/financial transaction for the NC Center on the Workforce for Health • Coordinates contract and grant management for the NC Center on the Workforce for Health • Provides support for HR transactions
<p>Kai Rosen Business Officer, NC Center on the Workforce for Health Kai_rosen@ncahec.net</p>	<ul style="list-style-type: none"> • Coordinate statewide project planning and implementation of the NC Health Talent Alliance • Support development of resources and information, such as the Solutions Playbook and similar efforts

SERVICE LINES

HEALTH CAREERS

Pathway Programs: To introduce high school students, and where feasible, younger students from 1st generation, rural and/or underserved communities to a variety of health professions. Our aim is to inspire and provide students with insights into these professions, encouraging them to consider them as potential future careers.

AHEC Scholars: The NC AHEC Scholars Program recruits, trains, and supports a diverse group of students from across the state so that upon graduation from the AHEC Scholars Program students enter the health workforce, preferably in NC and in a rural and/or under-resourced community.

Paris Andrew

Director of Health Careers
paris_andrew@ncahec.net

- Oversees statewide work for Health Careers, including AHEC Scholars and pathway programs.
- Coordinates work of the Health Careers team
- Provides leadership for the NC Alliance for Health Professions and Diversity

Vacant

Health Careers Project Manager

STUDENT SERVICES

Supports community-based education of health professions students, particularly in rural and/or less resourced areas of NC. This Service Line includes student housing, student support, faculty development, Consortium for Clinical Education and Practice (CCEP), Interprofessional Education and Practice (IPEP), onboarding, gatekeeping, and preceptor development/recognition/appreciation.

Jill Forcina

Director of Education
and Nursing
jill_forcina@ncahec.net

- Oversees statewide services to students and preceptors
- Oversees student housing and the statewide onboarding/credentialing efforts
- Leads Interprofessional Education and Practice for students and faculty development
- Liaises with schools and statewide organizations for faculty development and student supports

Elyssa Tucker

Health Professions Student Liaison
elyssa_tucker@ncahec.net

- Manages NC AHEC student housing billing, policies, procedures, and planning
- Supports Interprofessional Education and Practice initiatives
- Liaises with Program Office and regional AHEC staff to assure alignment and collaboration between Student Services and Health Careers programs

GRADUATE MEDICAL EDUCATION (GME)

Improves the distribution and retention of primary care physicians and other specialties of need through residency education and other important system supports.

Adam Zolotor

Director of Medical Education
adam_zolotor@ncahec.net

- Leads GME (Graduate Medical Education) and UME (undergraduate medical education) strategies to expand and enhance medical education
- Supports efforts related to Practice Support and Community Health Worker program

CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

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 education and practice to ensure the deliverability of the highest quality of care and the opportunity to practice at the top of professional scope/license.

Jill Forcina

Director of Education
and Nursing
jill_forcina@ncahec.net

- Leads CPD strategic direction to assure healthcare workers and teams have access to coordinated, innovative, and efficient training activities that addresses their needs
- Provides leadership and support to the Nursing discipline group and leads statewide nursing initiatives (i.e., CIP)
- Provides leadership for Interprofessional Education and Interprofessional Practice (IPP) CPD initiatives statewide
- Oversees non-medical on-campus UNC-CH health sciences liaisons
- PO lead for the Project ECHO

<p>Caroline Collier Associate Director of CPD caroline_collier@ncahec.net</p>	<ul style="list-style-type: none"> • Provides oversight, direction, and support to the CPD function of NC AHEC • Leads development of statewide CPD policies and procedures • Provides leadership and support to the Allied Health, Behavioral Health, CME, Oral Health, Pharmacy, and Public Health discipline groups • Leads (with regional co-chair) CPD Working Team meetings • Supports on-campus UNC-CH health sciences liaisons
<p>Nevin Fouts Statewide 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>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.</p>	
<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 • Leads coordination of Medicaid managed care virtual office hours, webinars, etc. • Liaisons with professional associations and provider networks • PO lead for the Practice Manager Academy
<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 and serves as fiscal liaison to regional AHEC fiscal teams and coaches • Leads communications strategy and activities on behalf of practice support team and in collaboration with Communications Specialist • Responsible for management of special projects and operations
<p>Terri Roberts Quality Improvement Manager terrie_roberts@mahec.net</p>	<ul style="list-style-type: none"> • Provides leadership on all QI activities with practice support coaches • Leads QI contracted deliverables with NC Medicaid • Serves as subject matter expert on practice support coaching topics and activities • 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 health information technology services out of Program Office and serves as subject matter expert • Assists coaches with training and issue resolution in HER and telehealth optimization, HIE training and technical assistance, and CRM software and data management in collaboration with PO's IT team • Serves as liaison to NCHIE & NC Medicaid on HIT matters
<p>Liz Griffin Behavioral Health Integration Manager liz_griffin@ncahec.net</p>	<ul style="list-style-type: none"> • Leads behavioral health integration efforts including TCM and CoCM • Serves as subject matter expert resource to practice support coaches for issues resolution and resource development • Serves as liaison to NC Medicaid, professional associations, and health plans on behavioral health program matters
<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
<p>Tracey D'Addezio Medicaid Project Manager tracey_d'addezio@ncahec.net</p>	<ul style="list-style-type: none"> • Leads Medicaid managed care contract project management and reporting activities
<p>Kim Moser Communications Specialist kim_moser@ncahec.net</p>	<ul style="list-style-type: none"> • Coordinates marketing and communications efforts on behalf of Practice Support
<p>Rashida Bandy Communications Specialist rashida_bandy@ncahec.net</p>	<ul style="list-style-type: none"> • Supports financial and contracting activities for projects and grants • Assists in organizing and supporting statewide meetings, including logistics and communication • Provides essential administrative support to the Practice Support Team

LIBRARY SERVICES

- Ensures each of the nine libraries, complete with a librarian staff, are prepared to meet the unique needs of health care providers
- Maintains the AHEC Digital Library, ensuring that all providers in the state have high-quality health information at their fingertips

Ashley Langley

Director, Statewide IT &
Business Analytics
ashley_langley@ncahec.net

- Provides leadership support to Library Services

Sarah Kimmel

Director, Library Services
sarah_kimmel@ncahec.net

- Works with the ADL Technical Team to plan for and manage all ADL technical enhancements and data reporting
- Explores and facilitates collaboration with other NC AHEC service lines
- Ensures that regional AHEC librarians and UNC HSL staff are familiar with and carry out the work outlined in annual work statements
- Verifies that NC AHEC librarians and the ADL serve the functions of service provider and library, respectively, for the NC AHEC System
- Works directly with the ILS technical team to manage and plan for all ADL technical enhancements
- Oversees resource management functions of the ADL and the AHEC library consortium
- Updates the ADL with current free and subscription-based resources
- Facilitates help desk communication between patrons, Regional AHECs and Program Office

OPERATIONS

INFORMATION TECHNOLOGY

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

Ashley Langley

Director, Statewide IT &
Business Analytics
ashley_langley@ncahec.net

- Manages all aspects of Statewide IT and relationships between AHECs and campus resources and directs data work around reporting for many initiatives

James R. T. Bossert

IT Team Leader

- 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

Ashim Ghimire

Systems Engineer
ashim_ghimire@ncahec.net

- Provides programming within web services environment and serves as system administrator across web services

Cleibe Souza

Applications Analyst
cleibe_souza@ncahec.net

- Responsible for code on PHP servers that run MyAHEC portal, practice support tools, and student housing application
- Salesforce first point of contact with the Practice Support CRM

Vacant

Software Developer

Jamie Kirk

Applications Analyst
jamison_kirk@ncahec.net

- Primary point person for Docebo programming integration and secondary user support.
- Contributing programmer in web services environment

<p>Naomi Cox Help Desk Technician naomi_cox@ncahec.net</p>	<ul style="list-style-type: none"> • Provides first response and resolution for requests through support@ncahec.net for staff and end users • Writes internal and external documentation of processes to share with users
<p>Kathy Peticolas Data Analyst kathy_peticolas@ncahec.net</p>	<ul style="list-style-type: none"> • Provides data analysis and management for all aspects of statewide data collection
<p>COMMUNICATIONS Supports statewide communications and marketing strategy for NC AHEC</p>	
<p>Caroline Orth Communications and Marketing Manager caroline_orth@ncahec.net</p>	<ul style="list-style-type: none"> • Oversees communications and marketing strategy for NC AHEC
<p>FINANCE 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 Statewide Director of Finance and Administration jocelyn_brooks@ncahec.net</p>	<ul style="list-style-type: none"> • Provides oversight for Program Office Finance and Administration • Manages all aspects of HR • Serves as the Liaison for the School of Medicine administrative engagement
<p>Darien Brockington Finance Manager darien_brockington@ncahec.net</p>	<ul style="list-style-type: none"> • Manages budget and facilitates budget transaction for the Program Office, including state funds, contracts, and grants. Also serves as the liaison for MEDAir finance.
<p>Sharon Jones Accountant Sharon_jones@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, process travel
<p>ADMINISTRATIVE Supports staff and oversees various duties as requested</p>	
<p>Shayron Saunders Administrative Support Specialist shayron_saunders@ncahec.net</p>	<p>Various duties for:</p> <ul style="list-style-type: none"> • Director of Planning and Innovation • Director of Education and Nursing • Associate Director of CPD • Director of Medical Education