

***Carolyn Rada, RN, MSN***  
***Vice President, Operations***

Carolyn is the vice president of operations for The Physician Alliance, one of Michigan's largest physician organizations. She joined The Physician Alliance in 2015 as the director of practice transformations, and was promoted to the vice president position in 2017. In this role, Carolyn oversees the operations of the clinical applications department, information technology department, and practice transformation department.

Carolyn is a registered nurse with demonstrated success in leading member physicians to improved quality scores. She is considered one of the leading experts in Michigan on Patient Centered Medical Home (PCMH), Patient Centered Medical Home-Neighborhood (PCMH-N), the Blue Cross Blue Shield of Michigan Physician Group Incentive Program (PGIP), the Organized System of Care (OSC) program, and HEDIS quality scoring. Carolyn is adept at capturing quality financial incentives from health plans, and applying practice transformation concepts into achievable work plans, establishing best practices, and utilizing healthcare technology to drive improved patient outcomes. Under Carolyn's direction, 95% of The Physician Alliance's primary care practices are PCMH designated and 91% of specialty practices participating in PGIP are capturing the value-based reimbursement from BCBSM.

Carolyn's past experiences include working with physician organizations across the state of Michigan. She has been part of the implementation of the PCMH model since its inception in Michigan, as well as recognition from the Centers for Disease Control (CDC) for successfully managing LEAN process improvement projects in primary care. She holds a bachelor of science from Madonna University, a masters of science in nursing in health care quality from The George Washington University, LEAN certification from the University of Michigan, certification in complementary medicine and wellness from Oakland University, and a master trainer certification in chronic disease self-management from Stanford University.