



UPA Front Lines

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Katherine C. Walker, MHA
Director, Managed Care & Essential Services

Front Lines Team Member Feature

Katherine C. Walker, MHA Director, Managed Care & Essential Services

Kim Friar, CEO, UPA Amy Barger Stevens, MD, FAAFP
President, UPA

Katherine Walker describes that growing up in a medical family, her mother is one of eight siblings, with six of them being physicians and one a DNP. Katherine's sister is also a physician. Katherine shares that initially her family balked at the idea of her working in Health Administration. But she loves being able to connect with them now and discuss the changing landscape of the healthcare industry at their family gatherings.

Katherine has a BA in English from The University of Tennessee in Knoxville and an MHA from The University of Memphis.

After graduating from The University of Tennessee, Katherine started working in the UPA Billing Department as a temp position and worked there for about a year. She advanced into the AR Department for another year and then pursued her master's in health administration and relocated to Memphis. While in that program, Katherine interned at two hospital systems in the Memphis area. She finished the program in May of 2020, *which was an extreme volatile time in the healthcare industry as we all can recall*. She made plans to move back to Knoxville and began searching for openings at UPA and then found the position of a Credentialing Manager where she quickly applied. Katherine has been employed at UPA for six years.

She alludes her biggest challenge in healthcare with a saying that she learned in grad school:
"Technologically, healthcare is ten years behind every other industry."

This saying now brings her to discover that one of her greatest achievements has been to develop process improvements that she has been able to implement within her departments. Process improvement is her passion, and she counts herself lucky to have a team that trusts her to make the right decisions for them and for our providers.

Her advice to others within our healthcare industry?

"Be mindful of 'future state' and 'current state'. Keep an eye on the changes coming through the industry."

Katherine's greatest personal achievement is enjoying the wonderful life built together with her husband. They have been through ten multiple stages of life together-happily sharing life with their two dogs.



Welcoming New UPA Members

TOTAL UPA Membership: 1,374



James M. Cunningham, CRNA
University Anesthesiologists



Amber T. Lopez, NP
UHS Gastroenterology



Pauline H. Bushman, NP
University Anesthesiologists



Staci D. Dunn, NP
Neurosurgical Associates, PC



Tori R. Newman, NP
UT OB/GYN Hospitalists

Not Pictured

Elman M. Urbina Meneses, MD
University Pulmonary & Critical Care

Callie D. Cobb, CRNA
University Anesthesiologists

Timothy P. Winland, NP
Pat Summitt Clinic

Summer B. Calloway, DPT
Foothills Physical Therapy Group



Ribbon Warriors is a UPA team effort initiative to raise awareness where staff members compete to raise points (and money) that benefit our local cancer charities. Teams are assembled together at UPA's Corporate Square for the Charity Competition called "Ribbon Warriors". UPA is grateful to provide a panel of champion physicians that will speak about the importance of our fight against cancer. **UPA's Revenue Cycle Management is the host for the Wednesday events that are held each month.**

Champion Physician

On June 19, Dr. Bell kicked off the event at UPA's Corporate Square for the Ribbon Warriors team initiative that highlighted Survivors. Three UPA cancer survivors shared their personal journey. Click the button to view Dr. Bell's sharing at the event.

[WATCH VIDEO](#)



John L. Bell, MD, FACS, FSSO
University Surgical Oncology
1926 Alcoa Highway, Suite 300

Clinical Focus:
Breast Cancer, Survivorship, Breast Surgery

Dr. Bell was recruited in 1988 by the Department of Surgery to develop a Division of Surgical Oncology and an oncology program at The University of Tennessee Medical Center.

UTMC Chief of Staff: 1999
UPA Board Member: 1997-1999
UPA Shareholder: 1997-Current

Dr. Bell currently serves as the Director of the Cancer Institute, and Professor in the GSM Department of Surgery. He is a Board Certified Surgical Oncologist with University Surgical Oncology.

Click the images to view these cancer survivor journeys.



L to R:

Kim Hutcheson, Linda Horton, Dr. John Bell, and Lisa Robbins



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SCHEDULE FOR OUR CHAMPION PHYSICIANS

June 19



JOHN L. BELL, MD
UNIVERSITY SURGICAL
ONCOLOGY

July 17



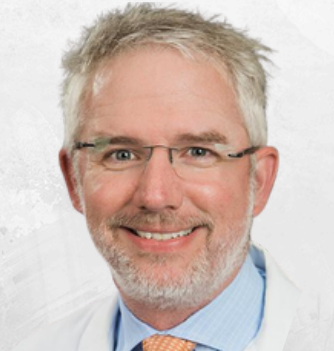
ANDREW J. RUSS, MD
UNIVERSITY COLON
& RECTAL SURGERY

August 14



JONATHAN D. BOONE, MD
UNIVERSITY GYNECOLOGIC
ONCOLOGY

September 25



WESLEY M. WHITE, MD
UNIVERSITY
UROLOGY



Our Competing Teams

White: Lung Cancer / 1 Team
Teal: Ovarian Cancer / 1 Team
Gray: Brain Cancer / 1 Team
Gold: Pediatric Cancer / 1 Team
Lavender: All Types / 3 Teams

WARRIORS

October 31



JILLIAN M. LLOYD, MD
UNIVERSITY SURGICAL
ONCOLOGY

November 20



SEAN A. JORDAN, MD
UNIVERSITY THORACIC
SURGEONS

December 11



BENJAMIN T. BEVILL, MD
UNIVERSITY PULMONARY
& CRITICAL CARE



KELLY G. MCCAUL, MD
UNIVERSITY CANCER
SPECIALISTS