



Mark O. Miller, BA Mass Communications  
Senior Analyst, Corporate Billing Office

## UPA Front Lines

December 2024  
Volume 3 . Issue 12

upasolutions.com . 2121 Medical Center Way . Suite 100 . 865.305.8872

### Front Lines Team Member Feature

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

#### Mark O. Miller, BA Mass Communications Senior Analyst, Corporate Billing Office

In 2010, Mark Miller became very interested in the emerging healthcare migration from paper charts to Electronic Health Records (EHR's). He recognized the training and skills that he held in his prior career relating to Training, IT, and Project Management could be leveraged to contribute to the implementation of EHR systems.

*"I was blessed to find that University Physicians' Association had an opportunity to move from private industry to healthcare that matched my career goals."*

Mark holds a BA in Mass Communications from Texas Tech University and including additional training in Enterprise Resource Planning (ERP) Software Systems and Project Management. He worked 26 years for a national film/video/media distribution company in the roles of Operations Management, Corporate Training, Information Technology, and Project Management.

When asked why he likes working in the field of healthcare, he shares that compared to his previous career in the media industry, he feels like he is contributing toward helping patients, healthcare providers, and healthcare professionals by supporting them with information technology. He is so much more fulfilled in doing more meaningful work.

The most significant challenge for him of course was to learn about healthcare coming from a different background. He was fortunate to find coursework for IT professionals that were transitioning to healthcare. He was blessed to have amazing mentors and colleagues at UPA, including physicians, and practice managers that have helped and supported his growth and assimilation into healthcare.

Overall, Mark is thankful to have learned the importance of embracing change, always striving for improvement, and trying to help others do the same. Professionally, I have been blessed with opportunities to contribute to the organizations and customers that he works with to help their improvement and growth.

*"Working for UPA has helped me become better personally and professionally due to UPA's commitment to team members and support of their families and overall work/life balance."*



Samantha R. Marlow, NP  
University Trauma & Acute Care Surgeons

Membership: 1,438

## Welcoming New UPA Membership

Laura E. Blanda, CRNA  
University Anesthesiologists



Lisa A. Bogosian, NP  
Regional Neonatal Associates



Paul M. Carter, MD  
Allergy, Asthma & Sinus Center



Ellen R. Gentry, CRNA  
University Anesthesiologists



### Not Pictured:

Renuven Health Partners

Jordan M. Davenport, NP

Kara L. Marino, NP

Cheryl A. Roberts, FNP-C

Carol C. Thomison, NP

Camille L. Williams, NP

Samantha R. Marlow, NP  
University Trauma & Acute Care  
Surgeons



University Anesthesiologists

Cody M. Ellis, CRNA

Knoxville Institute of Dermatology, PLLC

Lindsey M. Payne, PA

HealthStar Physicians, PC

Jessica A. Shehan, NP

## Holiday Greeting



Amy Barger Stevens, MD, FFAFP  
President, UPA



# UPA *Ribbon* WARRIORS

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: Sean A. Jordan, MD**

On November 20th, Dr. Sean Jordan shared a casual session with UPA team members regarding lung cancers and

**Click the button to view  
Dr. Jordan's sharing at the event**

**WATCH VIDEO**



### **Sean A. Jordan, MD, MHS, FACS**

University Thoracic Surgeons  
1926 Alcoa Highway  
Suite 210

### **Clinical Focus**

Lung Cancer, Esophageal Cancer,  
Mediastinal Masses

### **Specialties**

Cardiothoracic Surgery  
General Surgery

UPA Shareholder since 2020

Co-Director, Thoracic Surgeon,  
Thoracic Oncology

*Catch a Recap of our December guest,  
Kelly McCaul, MD in the next edition.*



KELLY G. McCaul, MD  
UNIVERSITY CANCER  
SPECIALISTS