



Eric Duncan
Vice President, Information Systems & Chief Information Officer

UPA Front Lines

November 2024
Volume 3 . Issue 11

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

Eric Duncan, Vice President, Information Systems & Chief Information Officer

Behind the scenes in most arenas hold the most critical positions that support the entire structure of healthcare. Technology and Information Systems. Without the proper support structures, the entire system would collapse. UPA depends upon those individuals who are critically positioned in the field of healthcare technology.

Eric Duncan has been employed by UPA for 6 years and shares that information technology in healthcare is most complex. Due to its complexity, it can be slow to change, adopt, and support modern technology. However, the positive outcome is that when we do adopt modern technology, it has time to mature, which reduces overall enterprise risk.

Eric began his IT career working in Education for a local school system. After moving to Knoxville, he was a Server Admin for a TV/Online retailer. He later moved into IT Security and Compliance for a Credit Card Processor and then crossed into healthcare. After leaving the banking / finance industry for healthcare, he accepted a position at The University of Tennessee Medical Center managing the Server Infrastructure Team. When he was ready to advance further into his healthcare IT career, an opportunity opened at UPA and he was excited to join their team after supporting them as a hospital partner. Eric holds a BS in Information Technology Management. His certifications are ISC2 CISSP (Certified Information Systems Security Professional) and ISACA CISA (Certified Information Systems Auditor). He holds earlier certifications including ITIL Foundation, CompTIA: A+, Server+, Network+, Linux+, Security+, and, CySA+.

"Every job and task we perform relates to patient care. It's meaningful to know that the goal is for people's help and healing. Anything we can do to support that mission is rewarding."

Professionally, Eric is an IT designer and builder. He shares that when speaking to former colleagues where he finds they are still using systems and processes that he implemented years ago, it provides him with personal satisfaction where he provided value and performed meaningful work for an organization.

Above all, Eric shares that his greatest personal achievement is being a father and spending time with his two wonderful daughters.

His advice to others within the healthcare industry that are not in the direct care of a patient: ***"it's easy to make decisions or try to implement solutions that are perfectly suitable for most industries but might affect caregivers or patients negatively. Every decision should be made through the lens of being the patient because enablement of healing is always the best outcome."***



November UPA Clinical Membership: 1,435

Welcoming New UPA Membership

L to R

Matthew J. Cantrell, PA
UT Urgent Care Centers, LLC

Hannah H. Chong, NP
Renuven Health Partners



Janet L. Eichholz, MD
University Cardiology

Catherine L. Keller, NP
University Trauma &
Acute Care Surgeons



Carrie R. LeVasseur, CRNA
University Anesthesiologists

Katherine M. Newnam, NP
Regional Neonatal Associates



Not Pictured:

Paris D. Bath, FNP-BC
HealthStar Physicians, PC

Jonathan Edwards, NP
UT Urgent Care Centers, LLC

Amelia L. Ketrang, NP
Regional Neonatal Associates

Solomon S. Lee, DO
GI for Kids, PLLC

William B. Norris, FNP
Faculty Physicians Knoxville, PLLC

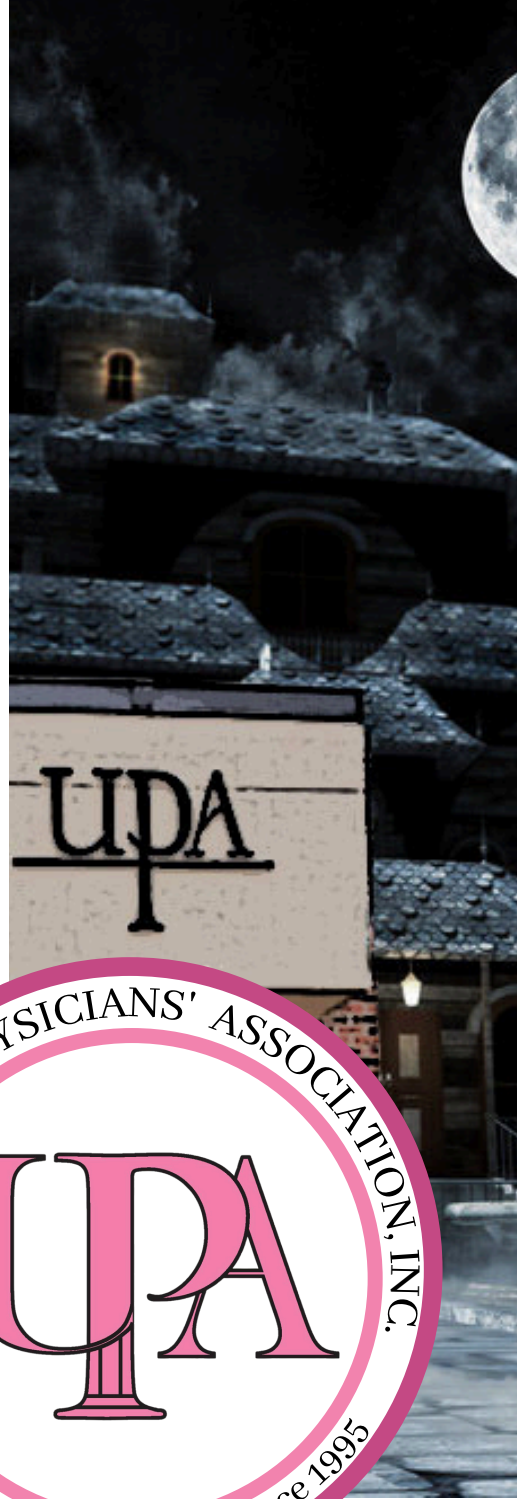
Timothy L. Thomason, PA
Urgent Family Care, PLLC

Jennifer L. Tinch, MD, MPH
Anesthesia Care of Tullahoma, PC

PARTNERSHIP



PINK-OUT BOO@THE U





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: Jillian Lloyd, MD

On October 31st, Dr. Jillian Lloyd shared a casual session with UPA team members regarding breast cancers with attention to screenings..

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

WATCH VIDEO



Jillian Lloyd, MD

University Surgical Oncology
1926 Alcoa Highway
Building F (Cancer Institute)

Clinical Focus:
Breast Cancer Care & Benign Breast Disease

"I'm grateful to care for breast cancer patients, to empower them with knowledge and a plan, to journey alongside them as they heal."
-Dr. Jillian Lloyd

Breast Surgeon,
Section Chief, Breast Surgical Oncology
2024 Chief of Staff, Elect, The University of Tennessee Medical Center

November 20



SEAN A. JORDAN, MD
UNIVERSITY THORACIC
SURGEONS

December 11



KELLY G. McCaul, MD
UNIVERSITY CANCER
SPECIALISTS