

Joel D. Reagan – 1022 Catawba St. Kingsport, TN 37660 – 423.341.5443
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General Skills and Experience: Population Health Management – Value-Based Care Operations – Program Development & Management – Research & Evaluation Strategic Planning – Operational Performance and Alignment – Applied Data and Analytics – Innovation – Implementation Science – Cross-functional and Interdisciplinary Collaboration – Patient Centered Care

Education

- **Doctor of Public Health** with a concentration in epidemiology In Process
East Tennessee State University – Johnson City, TN
- **Master of Public Health** with a concentration in epidemiology 2021
East Tennessee State University – Johnson City, TN
- **LEAN Six Sigma Healthcare Leadership Certificate** 2017
Belmont University, Jack C. Massey Graduate School of Business – Nashville, TN
- **Bachelor of Science in Psychology** with a concentration in behavioral science 2015
East Tennessee State University – Johnson City, TN

Work Experience

Ballad Health

Johnson City, TN

Manager of Value-Based Programs – *Ballad Health Medical Associates* 2022-Present

- Manage value-based care operations for more than 150,000 patients across multiple contracts and distinct populations spanning Tennessee and Virginia, ensuring exceptional care quality and efficiency
- Develop and execute cutting-edge clinical and operational programs tailored for the dynamic requirements of value-based care delivery. Establish metrics and analytics frameworks for strategic decision-making, informed by program effectiveness and market trend analyses
- Establish and champion a culture of continuous improvement and innovation, leading multiple teams in the development and refinement of programs, including the identification, assessment, and integration of process and technological innovations, consistently elevating operational standards and outcomes
- Continue all responsibilities of ACO Program Manager, including management of overall ACO operations such as clinical program development and operations, data/analytics, provider engagement and collaboration, and strategic planning

Program Manager – *Integrated Solutions Health Network, AnewCare Collaborative ACO* 2020-2022

- Manage overall ACO operations including clinical program development and operations, data/analytics, provider engagement/collaboration, and strategic planning
- Connect and leverage internal and external analytics teams, clinical teams, and provider constituents to implement the full life cycle of sophisticated population health, cost management, and program performance operations

Operations Analyst – *Ballad Health Medical Associates* 2018-2020

- Provided support and project management for strategic initiatives including: VBC strategy, performance, and program development, process/continuous improvement activities, virtual health technology deployment, system standardization, etc.

- Defined, explored, and assessed systems, processes, and outcomes relating to care delivery and clinic operations across Ballad Health ensuring operational efficiency and providing performance management support

Contemporary Medical Dynamics 9 Johnson City, TN 2016-2018
Business and Operations Manager

- Connected and leveraged operations, technology, analytics, and informatics to inform population health management, operations and workflow, and revenue cycle management
- Coordinated and applied operational resources and subject matter expertise for multiple clients to ensure successful VBC performance

Voyage Partners Financial Strategies LLC Johnson City, TN 2016
Program Architect/Project Operations Manager

- Developed, trained, and led a diverse team throughout the process of market evaluation and comprehensive product development

Research Assistant Johnson City, TN 2013-2014
Political Science and Anthropology – East Tennessee State University

- Analyzed policy briefs and case studies of failed states; assisted in development of initial framework for a monograph for the Army War College

Developmental Psychology and Social Attitudes – East Tennessee State University 2010

- Assisted in data collection, organization, and analysis

Home Healthcare Johnson City, TN 2009-2013
Primary Home Health Professional

- Managed patient's daily needs in a home health setting

Research Experience

Expertise and Focus: Risk Factors and Drivers of Chronic Disease Morbidity – Preventive and Primary Care Delivery Systems – Program Evaluation – Healthcare Service Utilization and Health Outcomes – Patient Reported Outcome Applications in Care Plan Development and Implementation

Independent Graduate Research

- *The Impact of Physician Led Care Models and Patient Engagement*, Manuscript in preparation. East Tennessee State University, College of Public Health, Johnson City, TN, 2023
- *Integrating Resilience and Teamwork in Public Health Training: Outcomes from the ESSENTIALS Course Evaluation at East Tennessee State University*, Manuscript in preparation. East Tennessee State University, College of Public Health, Johnson City, TN, 2023
- *Adjusted Attributable Risk: Individualized Impacts of Total Caloric Intake, Physical Activity, and Obesity on Risk of Diabetes*, Manuscript in preparation. East Tennessee State University, College of Public Health, Johnson City, TN, 2022
- *High Risk Patients and COVID-19: Exploring Utilization Impacts During COVID-19*, Ballad Health Medical Associates, Johnson City, TN, 2020-2021
- *Identifying and Integrating Non-Traditional Risk Factors for Obesity*, East Tennessee State University, College of Public Health, Johnson City, TN, 2020
- *Characteristics and Associations of BCG Vaccinated and Non-Vaccinated Children in Bangladesh*, East Tennessee State University, College of Public Health, Johnson City, TN, 2020

Undergraduate Research Assistant

- *Characteristics and Drivers of State Failure*, East Tennessee State University Political Science and Anthropology, Army War College, 2013-2014
- *Mental Health Stigma in Appalachia*, Developmental Psychology and Social Attitudes, East Tennessee State University, 2010

Volunteer Work

- Ballad Health Institutional Review Board Member, 2024-Present
- Tennessee Medical Reserve Corps, 2018-Present
- STRONG Accountable Care Community, Healthcare Sector Committee Member, 2020-2021
- STRONG Accountable Care Community, Metric and Evaluation Committee Member, 2020-2021
- COVID-19 Contact Tracer, Tennessee Department of Health, 2020
- COVID-19 Contact Tracer, East Tennessee State University, 2020
- National Public Radio WETS Fundraising Volunteer, 2015, 2017, 2019