



# TennCare Health Plan Meeting Agenda



June 21, 2011 • Franklin Marriott Cool Springs • 8:30am - 3:30pm

8:30 – 8:50

## Registration & Continental Breakfast

8:50 – 9:00

### Welcome

John Couzins, MPH, CHCA, EQRO Director  
QSource

9:00 – 10:00

### Focus Group Fundamentals

Maitane Zuloaga Tidwell, President  
Inclusive Communications, LLC

9:00 – 11:30

### Medical Directors Meeting

Concurrent with Focus Group presentation and Group Activity

10:00 – 10:15

### Break

10:15 – 11:30

### Group Activity – Mock Focus Groups

Maitane Zuloaga Tidwell, President  
Inclusive Communications, LLC

11:30 – 12:00

### Introduction to Privilege Activity

Joe Florence, MD  
Professor, Director of Rural Programs  
Department of Family Medicine  
East Tennessee State University

12:00 – 2:00

## Lunch/Privilege Activity (continued)

2:00 – 3:00

### Electronic Health Record (EHR) Implementation

Jennifer McAnally, tnREC Director  
Qsource

### EHR Provider Incentive Program

James Hutcheson, Bureau of TennCare

3:00 – 3:30

## Meeting Conclusion & Evaluation

John Couzins, MPH, CHCA, EQRO Director  
QSource

Upcoming Meeting Date: September 14, 2011