

Cori Cohen Grant
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ACADEMIC APPOINTMENTS

- 2021 – Present Assistant Professor, Department of Preventive Medicine, University of Tennessee Health Science Center
- 2021 – Present Center for Health System Improvement, College of Medicine, University of Tennessee Health Science Center
- 2019 – Present Adjunct Faculty, University of Memphis School of Public Health

EDUCATION

- 2017 University of Memphis School of Public Health, Memphis, TN, Ph.D. Epidemiology.
- 2006 University of Tennessee, Martin, TN, MBA
- 1996 University of Texas School of Public Health, Houston, TX, MS Epidemiology and Healthcare Administration
- 1991 Texas A&M University, College Station, TX, BS Public Health.

TEACHING EXPERIENCE

- 2019 – Present Managerial Epidemiology (HADM 7206), University of Memphis School of Public Health, Master of Health Administration Program

AWARDS and HONORS

- 2011 Methodist Le Bonheur/University of Memphis Maurice Elliott Leadership Institute
- 2009 Methodist Quality Institute Six Sigma Green Belt Program

WORK EXPERIENCE

- 2020 – Present American Medical Group Association, Research Associate – conduct mixed methods implementation studies using a shared learning collaborative approach with AMGA member organizations across the country on a variety of topics. Lead the writing of grant proposals for industry-sponsored studies.
- 2013 – 2020 Qsource, VP Operations – led operations including direct oversight for Marketing and Communications, Analytics, and Internal Quality Systems; facilitated the coordination of quality improvement activities with remote teams, including 60 employees across a five-state region and ensured the successful completion of all required contract deliverables; oversaw community organizing efforts in TN for a variety of QI projects including community-based diabetes self-management education classes; designed studies to evaluate the effectiveness of the interventions; worked with the Office of Minority Health to implement activities to improve pain management in the Emergency Department for people with sickle cell disease, documenting factors such as implicit bias and racism. She also disseminated this work through presentations at CMS national conferences, participated in a National Sickle Cell Symposium and published the work in the Annals of Emergency Medicine; designed key performance metrics and other methods for assessing the return on investment (ROI) resulting from quality improvement activities; ISO program administrator; built new business through identifying strategic and innovative partnerships; led the creation of a regional patient and family advisory council of Medicare beneficiaries and engage them in quality improvement activities including human-

- centered design; developed customer-centric marketing and communication strategies, to engage both healthcare providers and consumers in quality improvement activities.
- 2006 – 2013 Methodist Le Bonheur Healthcare, Director, Marketing Research and Planning - internal research consultant to the entire organization comprised of one pediatric and five adult hospitals; collaborated with senior leaders, directors and managers across the organization on various improvement projects to achieve organizational goals; directed key customer and community-based research including physician, employee and patient research, community image and branding studies; conducted health services research; supported service line development through the design of financial and quality analyses; developed marketing and communication strategies to engage consumers with a focus on preventive care; and prepared reports and presented study findings and recommendations to all levels in the organization. Led dozens of research projects on topics such as improving dialysis care, hot spotting areas of high need, and addressing breast cancer disparities in mortality among black women in Memphis. The latter two projects resulted in Cigna providing additional health services to reduce disparities in care.
- 2000 – 2006 University of Tennessee, Associate Director, Vascular Biology Center of Excellence - directed all business-related aspects including oversight of the \$8 million budget; grants and contracts management; identification of new business and potential funding sources; vendor negotiations; grant editing; and prepared comprehensive executive reports for the department chairs and the dean.
- 1998 – 2000 University of Tennessee, Consultant, Department of Infectious Disease - directed data collection, analysis, and statistical presentation for a NIH study of brain infections caused by Mycobacterium tuberculosis among patients at the VA Hospital; conducted experimental research to test specific hypotheses related to tuberculosis; designed and conducted univariable and multivariable data analyses.
- 1997 – 1998 University of Tennessee, Data Analyst, Department of Preventive Medicine - Developed data management protocol, collection procedures, and questionnaires for an NIH study evaluating the predictability of the MDS (minimum data set) questionnaire among nursing home residents. Trained data collectors on appropriate processes for compiling data. Directed data coding, editing and univariable and multivariable analyses.
- 1996 – 1997 University of Tennessee, Research Specialist, Department of Medicine - NIH study of stress reduction techniques in familial caregivers of patients with Alzheimer’s disease. Recruited study participants, developed research protocol, and evaluation methods.
- 1994 – 1995 MD Anderson Cancer Center, National Cancer Institute Fellow - two consecutive 6-month fellowships in the Department of Epidemiology and Cancer Prevention to study risk factors for estrogen negative breast tumors.

INVITED LECTURES

- 2019 Presenter – Using Photovoice to Drive Change in Sickle Cell Disease. The National Center for Complex Care and Social Needs Putting Care at the Center Conference. Memphis, TN.
- 2018 Presenter – Office of Minority Health Panel on Sickle Cell Disease Care. CMS Quality Conference. Baltimore, MD.
- 2017 Presenter – Closing the Gap on Disparities in Diabetes Care. CMS Quality Conference. Baltimore, MD.
- 2012 Presenter – Translating Quantitative and Qualitative Research into PFCC Critical Care Improvement. The 5th International Conference on Patient- and Family-Centered Care. Washington, DC.

2011	Presenter – Patient & Family Centered Care Conference. Translating Research into PFCC Critical Care Improvement. Long Beach, CA.
2010	Presenter – Beyond Physician Satisfaction: Using Marketing Research to Drive Physician Outreach Strategies. Webinar for the Hospital and Health System Association of Pennsylvania.
2009	Presenter – Beyond Physician Satisfaction: Using Marketing Research to Drive Physician Outreach Strategies. Webinar for the Nebraska Hospital Association.
2008	Presenter – International Human Resource Information Management (IHRIM) Conference. Mobilizing an Actionable System-wide Employee Engagement Survey. Orlando, FL.

EDITORIAL APPOINTMENTS

2019	Grant Reviewer – Administration for Community Living (ACL)
2015	Grant Reviewer – Patient-Centered Outcomes Research Institute
2013	Grant Reviewer – Patient-Centered Outcomes Research Institute

RESEARCH FUNDING

Current

2021 – 2022	Co-I. Janssen Pharmaceuticals. Focus groups to understand awareness and screening for Peripheral Arterial Disease (PAD) among primary care providers and vascular specialists with a focus on marginalized populations. \$253,075.
2021 - 2023	Co-PI. Janssen Pharmaceuticals. Improving the Transitions of Care for Patients with VTE and those Hospitalized with Medical or Surgical Conditions. \$1,182,500.
2021 - 2023	Co-I. 1U18 HS27952-01. AHRQ. Tennessee Heart Health Network: Implementing Patient-Centered Practices in Primary Care to Improve Cardiovascular Health. \$1,688,748.

Completed

2019 – 2019	Operations Lead/IDIQ Director. HHSM5002014QIN002I-75FCMC19F0001
2014 – 2016	PI. Pfizer Independent Grants for Learning and Change. Addressing Resistance to Pneumococcal Immunization among Rural and Minority Populations in Tennessee Using the Electronic Health Record (EHR) and Targeted Communications. \$700,000.
2013	Co-PI. Avon Foundation. Planning grant to build a data repository for use in comparative effectiveness research of breast cancer disparities in Memphis, TN. \$250,000.

QUALITY IMPROVEMENT CONTRACTS

2019 – 2019	Operations Lead/IDIQ Director. HHSM5002014QIN002I-75FCMC19F0001. CMS. Transition to the 12 th SoW. \$1,100,000.
2017 – 2019	Operations Lead/IDIQ Director. HHSM5002014QIN002I-HHSM500T0006. CMS. Fighting Back Against Opioid Misuse: A Community Approach. \$477,000.
2016 – 2019	Operations Lead/IDIQ Director. HHSM5002014QIN002I-HHSM500T0005. CMS. Special Innovation Project – Improving Acute Pain Management in Sickle Cell Disease. \$1,300,000.
2015 – 2019	Operations Lead/IDIQ Director. HHSM5002014QIN002I-HHSM500T0003. CMS. Integrating Behavioral Health into Primary Care. \$13,000,000.

- 2014 – 2019 Operations Lead/IDIQ Director. HHSM5002014QIN002I-HHSM500TTN01. CMS. Quality Innovation Network - Quality Improvement Organizations (QIN QIO) Contract for Tennessee. \$12,300,000.
- 2014 – 2019 Operations Lead/IDIQ Director. HHSM5002014QIN002I-HHSM500TAL01. CMS. Quality Innovation Network - Quality Improvement Organizations (QIN QIO) for Alabama. \$11,500,000.
- 2014 – 2019 Operations Lead/IDIQ Director. HHSM5002014QIN002I-HHSM500TMS01. CMS. Quality Innovation Network - Quality Improvement Organizations (QIN QIO) Contract for Mississippi. \$8,800,000.
- 2014 – 2019 Operations Lead/IDIQ Director. HHSM5002014QIN002I-HHSM500TIN01. CMS. Quality Innovation Network - Quality Improvement Organizations (QIN QIO) Contract for Indiana. \$12,100,000.
- 2014 – 2019 Operations Lead/IDIQ Director. HHSM5002014QIN002I-HHSM500TKY01. CMS. Quality Improvement Organization (QIO) Contract for Kentucky. \$9,900,000.

PEER-REVIEWED PUBLICATIONS (* denotes mentee)

Grant CC, Chambers E, Rattelman C, Hamersky CM, Leng W, Kennedy J, Ciemins EL. Successful Implementation of an All-or-None Diabetes Measure in 10 U.S. Health Systems. *Popul Health Manag.* 2021 Nov 29. doi: 10.1089/pop.2021.0266. Epub ahead of print. PMID: 34851742.

Young A, Fitzgerald D, Heavrin B, Tweddell B, Gettings L, Cooper A*, Richardson F, and **Grant CC**. Let Their Voices Be Seen: Using Photovoice to Understand the Experiences of Sickle Cell Patients in the Emergency Department. *Ann Emerg Med.* 2020 Sep;76(3S):S73-S77. doi: 10.1016/j.annemergmed.2020.08.015.

Grant C, Castillo A, Fleck SB, Lu F, Kabir UY* and Mzayek F (2020) Using Education to Improve HbA1c in Older Adults with Diabetes. *J Diabetes Manag Metab: JDMM-10009*. <https://grfpublishers.com/article/view/MjE3/Using-Education-to-Improve-Hba1c-in-Older-Adults-with-Diabetes>.

Yavas U, Babakus E, Westbrook K, **Grant C**, Deitz G, and Rafalski E. (2016) An Investigation of Service Quality—Willingness to Recommend Relationship across Patient and Hospital Characteristics. *Journal of Health Management; 18(1):49-69*.

Westbrook K, **Grant C**, Babakus E and Rafalski E. (2016) Patient-Family Centered Care: Measuring Perceived Service Quality Following a Critical Care Services Experience. *Journal of Health Management; 17(3):304-315*.

Westbrook K, Babakus E, and **Grant C**. (2014) Measuring Patient-Perceived Hospital Service Quality: Validity and Managerial Usefulness of HCAHPS Scales. *Health Marketing Quarterly; 31(2):97-114*.

Cutts TC, Rafalski E, **Grant C**, and Marinescu R. (2014) Utilization of Hot Spotting to Identify Community Needs and Coordinate Care for High-Cost Patients in Memphis, TN. *Journal of Geographic Information System; 6:23-29*.

OTHER PUBLICATIONS, ABSTRACTS, AND WHITE PAPERS

Grant C, Cuddeback, J. Vein Reaction: Effectively managing your patients with VTE. *GPJ; March/April 2021:30-35*.

Grant C, Chambers E, and Rattelman C. Improving Outcomes for Patients with Type 2 Diabetes: A Bundle Measure Approach Together 2 Goal® Diabetes Bundle Best Practices Learning Collaborative. AMGA White Paper, December 2020. [https://www.amga.org/performance-improvement/best-practices/collaboratives/t2g-diabetes-bundle\(3\)/](https://www.amga.org/performance-improvement/best-practices/collaboratives/t2g-diabetes-bundle(3)/)

Eason JD, Vanatta J, Modanlou K, Campos L, Nezakatgoo N, **Grant CC**, and Nair S. Steroid-Free Liver Transplantation Using Rabbit ATG to Minimize Immunosuppression: Results of 500 Consecutive Cases [abstract]. The 11th Annual Meeting of the American Transplant Congress; 2011 Apr 30- May 4; Philadelphia, PA.

GRADUATE STUDENT MENTORING

2019	Independent Study Instructor , Umar Kabir, PhD, Health Systems Management and Policy, University of Memphis School of Public Health
2018	Co-Mentor , Ashley Cooper, Master of Public Health, University of Memphis School of Public Health
2012	Mentor , Vikram Bollu, Master of Health Administration, University of Memphis School of Public Health
201X	Co-Mentor , Courtney Jenkins, Master of Health Administration, University of Memphis School of Public Health

SERVICE

2018 – Present	Board Member – Assisi Foundation Community Advisory Council, Memphis, TN
2015 – 2016	Facilitator – Mobilizing for Action through Planning and Partnerships (MAPP) Community Health Needs assessment Project, Shelby County Health Department, Memphis, TN