

## ERIN FRAZIER



Erin Frazier participated in the Agenda 21 Internship Program in 2017, interning at Regional One Health in Memphis under the mentorship of Susan Cooper. Through her guidance, Frazier gained broad exposure to various hospital departments, from executive leadership to frontline staff. "Susan's mentorship reinforced the importance of collaboration and how every role contributes to the success of a healthcare organization," she reflected.

Currently, Frazier serves as a Program Management Specialist for Blue Cross Blue Shield of Tennessee, supporting value-based care initiatives such as the Patient-Centered Medical Home (PCMH) program under the BlueCare line of business. Her role involves helping practices achieve and maintain PCMH recognition through the National Committee for Quality Assurance (NCQA) while improving clinical quality and efficiency.

**“ My exposure to value-based care during the Agenda 21 Internship Program directly influenced my career path and provided me with the tools to navigate complex healthcare initiatives.”**

The internship also emphasized the importance of adaptability. Shadowing multiple departments deepened her understanding of healthcare's interconnected nature and broadened her career perspective. Additionally, the networking opportunities from the program have played a key role in her professional development.

Frazier advises future interns to apply with an open mind. She believes that the exposure to different facets of healthcare administration and the lasting connections built through the program can help shape a rewarding and unexpected career journey.



For more information about the program, contact Program Manager Karizma Whitfield at [kwhitfield@tha.com](mailto:kwhitfield@tha.com).