



Caroline Carter is the Chief Transformation Officer at Health Impact Ohio (HIO) where she focuses on performance management and development and delivering statewide data-driven practice transformation and quality improvement consulting and facilitation to primary care practice teams participating in Heart Healthy Ohio Initiative (HHOI), a statewide cardiovascular health collaborative.

Caroline has participated in several regional and national multi-disciplinary quality improvement initiatives including serving as the Co-director of Quality Improvement for Better Health Partnership, a non-profit regional health improvement collaborative. Primary responsibilities included leading a team of practice coaches delivering quality improvement support across a diverse set of primary care practices in rural, suburban and urban areas. Practice type included solo provider independent practices, federally qualified healthcare centers and fully integrated, multi-specialty practices within large healthcare systems. Other responsibilities included analyses and insight of QI efforts and relationship management and membership recruitment and sustainability.

Caroline was also a part of the statewide Ohio HB 198- Patient-Centered Medical Home (PCMH) Education Pilot Project. The focus of the project was on advancing medical and nursing education in the medical home model. Objectives included controlling costs and improving both outcomes and patient experience. By the end of the pilot, enough progress had been made in the implementation of the medical home model that 80 percent of the practices that completed the pilot had achieved or were in the process of applying for PCMH recognition through one of the major accreditation or certification organizations. (The Center for Health Affairs. Issue Brief, February 2020)

Caroline served as a Practice Transformation Consultant with the Collaborative Patient-Centered Medical Neighborhood (PCMN) Center for Medicare and Medicaid Innovation (CMMI) Award with outcomes including a decrease health care costs by \$49.5 million for Medicare and Medicaid beneficiaries, 15% improvement in the health of the population, and improved patient experience by 25% in areas of patient engagement, access to care and information, and quality.

Caroline is actively engaged with the implementation of a Patient-Centered Outcomes Research Institute Grant awarded to HCGC to further the dissemination of PCOR research.