



DISAPPROVED BY THE
COUNTY LEGISLATURE ON
SEPTEMBER 25, 2017

FRANK WHITE, JR.
Jackson County Executive

EXECUTIVE ORDER NO. 17-15

**TO: MEMBERS OF THE LEGISLATURE
CLERK OF THE LEGISLATURE**

**FROM: FRANK WHITE, JR.
COUNTY EXECUTIVE**

DATE: SEPTEMBER 20, 2017

RE: APPOINTMENT OF COMBAT DIRECTOR

I hereby appoint Teesha C. Miller as COMBAT Director. A copy of Ms. Miller's resume' is attached.



Frank White, Jr., County Executive

Dated: 9/20/2017

FILED *C. Spino*
SEP 21 2017 *9:51 AM*
MARY JO SPINO
COUNTY CLERK



Teesha C. Miller, MBA, MHA, CPB

I communicate purpose and strategic vision simply – tirelessly – everywhere.

Phone: 816-872-5705 | 6209 Kentucky Ave Raytown, MO | ihaveovercome@yahoo.com | [LinkedIn](#)

PROFESSIONAL EXPERIENCE

Director, Prescription Drug Monitoring Program

February 2017 – Present

Jackson County, Missouri

Chief: Jaime Masters, LMFT

- Provides leadership to and is accountable for the implementation, performance, and results through multiple layers of stakeholders in the private sector, government, legal, and medical communities.
- Coordinate regulatory and policy efforts with representatives from federal, state and local entities.
- Serve as chief liaison to advisory boards, other state and local agencies and associations statewide and in the department to coordinate, develop and implement policies, procedures and data to track, evaluate and reduce prescription drug abuse in the commonwealth.
- Coordinate the PDMP with others: Departments of Health and law enforcement efforts to combat opioid prescribing and the heroin epidemic across the county. Liaise with stakeholders.
- Provides expert consultative and advisory services to Public Health Officials on prescription drug monitoring program related policies, procedures, and issues.
- Inform a wide variety of stakeholders about the PDMP and its use and implications. Provides leadership and advocates for the development of programs to increase public awareness of prescription drug abuse, and related prevention and control measures, in Jackson County.
- Direct conferences, public talks and meetings.
- Design educational initiatives to train prescribers and dispensers on how to effectively use the PDMP as a tool in clinical practice.
- Represents Jackson County in conferences with high-level program and administrative officials and Federal and state representatives.
- Conduct analysis of opioid prescribing trends, use of the PDMP, and impact upon linking patients to treatment, among other data needs.
- Serve as a liaison between Jackson County and PDMP vendors.
- Set standards and goals for onboarding pharmacies and for project management of onboarding, data and report preparation/production and analysis.
- Direct the identification, preparation, and management of PDMP-related grants.
- Recommend ongoing changes needed to enhance functioning of the PDMP over time.
- Serves as a stable base of expertise and knowledge while networking with stakeholders

in the industry.

Program Manager, Parent to Parent Program
March of Dimes NICU Family Coordinator
Children's Mercy Hospital
Intensive Care Nursery (ICN/NICU)

September 2013 – February 2017

Director: Janet Klein, MSN, RNC-NIC, NE-BC

- Coordinate management across the continuum of critical care which includes planning and implementation of clinical protocols, practice management guidelines, policies, monitoring of specific tactics, and serving as a resource for clinical practice.
- Manage the operational, personnel, and financial aspects of the program. Serve as the liaison to administration, and represent the Intensive Care Nursery on various hospital and community committees to enhance and foster optimal care management.
- Stabilize a complex network of many disciplines that work in concert to provide high-quality children's surgical care. Serve as an internal resource for staff in all departments, and act as an extended liaison for other system entities.
- Monitor clinical processes, outcomes, and system issues related to the quality of care provided; develop quality filters, audits, and case reviews; identify trends and sentinel events; and help outline remedial actions while maintaining confidentiality.
- Provide intra-facility and regional professional staff development, participate in case review, implement practice guidelines, and direct community-education programs.
- Interface with brand marketing and philanthropy to ensure ICN project objectives and strategies translate over to market customers, patients, and patient family members.

Call Center Manager, Saint Luke's Concierge
Program Manager, No One Dies Alone
Chart Manager, Surgical Services
Saint Luke's Health System Corporate
Marketing Department

November 2002 – August 2013

Senior Director: Matt Tidwell

- Collaborate in the development and execution of new product launch strategies, plans, and tactics, to achieve overall brand objectives.
- Run return on investment and landscape analysis, partner with service line managers to gain appropriate insight, analyze trends, and prepare new product launch ideas.
- Interface with system hospitals to ensure brand objectives, strategies, and tactics translate over to actionable customer experience at clinic and system hospitals.
- Manage call center staff to include training, performance metric monitoring, quality assurance monitoring, approval and administration of time and benefits, recruitment (in collaboration with human resources) retention, and team building.

- Represent concierge on brand team and product launch teams, track and report KPI's.
- Build, develop, nurture, internal and external business relationships.

EDUCATION

MBA – Masters of Business Administration*

Park University, Parkville, MO

Certificate Pediatric Bioethics

University of Missouri Kansas City Medical School

Children's Mercy Hospital

Kansas City, Missouri

EDUCATION (continued)

MHA - Masters of Healthcare Administration

Park University, Parkville, MO

Bachelor of Science, Management

Park University, Parkville, MO

PUBLIC PRESENTATIONS

(2016, August) Office of Human Research Participants, Washington, DC

(2016, April) Parent Panel Moderator. 2nd Annual Neonatal Regional Conference. Kansas City, MO.

(2016, April) The Use of Technology in Healthcare. Vermont Oxford Network. Spring Summit Meeting. Jacksonville, FL.

(2015, June) Your NICU Family Support Program and End of Life. March of Dimes. Topeka, KS.

(2015, May) Patient and Family Centered Care. The paradigm shift. Vermont Oxford Network. Kansas City Onsite.

(2014, October) Addressing the elephant in the room. Vermont Oxford Network. Chicago, IL.

(2014, June) Care in Communicating. Vermont Oxford Network. Fort Worth, Texas Onsite.

(2014, July) NICU Family Support Specialist Perspective. New Specialist Training. March of Dimes. Dallas, TX

RESEARCH

Vermont Oxford Network – Faculty

January 2014 – Present

Minimizing Brain Injury – Maximizing Brain Development

Care of the Surgical Infant

Institutional Review Board Study Co-Principle Investigator October 2014 – December 2016
TeleMedicine: TeleB.E.A.R.
Remote visitation IRB approved research study