

Your Personal Connection

Physician Advocacy Liaisons (PALs)

Once you join Valley Preferred, you're a part of a dynamic community of professionals dedicated to quality health care and a patient-first philosophy. Upholding the commitments inherent in that effort requires assistance with a wide range of aspects, from technology and education to simply getting what you need for your practice. Our Physician Advocacy Liaisons, or PALs, focus on cultivating relationships with physicians and providers, and supporting the associate medical directors in fulfilling clinical initiatives. They are ready to help with requests, questions, and information, and are available to visit your practice for one-to-one consultation.* Knowledgeable and experienced in all that falls under the Valley Preferred umbrella, they are your comprehensive, personal Valley Preferred connection.

Meet the Valley Preferred PALs:

Melissa Kuruts, LPN, BBA

Missy's work is focused on independent and MATLV medical practices across LVHN's geographic area, especially the northern Pennsylvania counties. She helps physicians and clinicians improve quality by providing process improvement plans. Her years of clinical experience can also help improve practices' performance in the Achieving Clinical Excellence® (ACE) program.



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Wayne T. Stephens

Wayne is dedicated to building relationships with physicians and providers, and works closely with marketing to maintain an effective communication strategy. In addition, he coordinates activities related to ACE for Valley Preferred physicians and their practices, and supports educational events.



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Michael Makela

Mike co-leads the Maintenance of Certification and Quality Improvement Project programs. He also leads the operational component of Program Development and QA, working with Populytics and Valley Preferred technical/clinical resources to enhance and develop systems used for the ACE program, and for customer facing applications. Mike works alongside Populytics' analysts to manage documentation for the physician-directed Secure Data Portal. He also oversees patient satisfaction program definition, and metrics reporting, for ACE, the LVHN ACO, and LVPHO payer value based reimbursement programs.



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A Personal Connection for APCs:

Nancy T. Maulick MHS, PA-C, Director of Advanced Practice Clinicians (APCs)

Besides recruitment of APCs and helping to orient them to the Valley Preferred organization, Nancy is also in charge of assisting APCs in improving their knowledge. A big part of her role centers on quality metrics, which has been a key area in her responsibilities as Practice Lead at the Moselem Springs LVPG office.



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**Both in-person and virtual outreach sessions are available.*