



Creating solutions, One person at a time

February 15, 2010



PBH Appoints Director of Quality Management

Bill Rankin, NCC, LPC

PBH is pleased to announce the appointment of Bill Rankin to the position of Director of Quality Management!

Bill has both a Bachelors of Science Degree in Criminal Justice and a Masters Degree in Human Development and Learning from the University of NC at Charlotte. He is a National Certified Counselor (NCC) and Licensed Professional Counselor (LPC). Bill began his career in Behavioral Health in 1982. Prior to employment with PBH Bill worked in both the public and private sector as a Clinical Counselor and as an Employee Assistance Professional. Before coming to PBH in 2000, Bill worked for eleven (11) years as an Employee Assistance Professional for Burke-Taylor Associates and ValueOptions.

During his employment with PBH, Bill has been a manager in both the Network and Quality Management Departments. He was the Director for the PBH Access Department for almost two years. Since Dec 2007 Bill has worked in the PBH Clinical Operations Department as lead for Decision Support and Quality Management team. He also managed the Enrollment & Eligibility and Data Department. Other duties included, lead for Utilization Management for NCQA Accreditation, Disaster Coordinator for PBH and member of the Utilization Review (UR) committee.

Pam Shipman, COO for PBH stated: "Bill brings extensive clinical experience, technical expertise and knowledge of PBH waiver operations to this position. This background is important in his new role due to the changing focus of quality management activities from compliance to clinical competency. While compliance will continue as an important foundation of the PBH Quality System, the new dimension of clinical competency is intended to support the attainment of measurable clinical outcomes for the people that we serve. This new focus is possible due to the efforts of the PBH Provider Network to achieve excellent records of compliance with rules and regulations. Our Network is ready to begin work on the next level of excellence."

Bill has been a volunteer for the Cabarrus Co. Chapter of the American Red Cross since 2001. Bill has had extensive training in Disaster Response and is the Disaster Mental Health lead, member of the Disaster Response Committee and a certified instructor for the chapter.

Bill is married to Pam Rankin. He has three children and lives in Concord with his family. Congratulations Bill!!!