

CURRICULUM VITAE

DINESH J. JOHN MD, MMM, CLBB, DTM, FACP, CHCQM-PHYADV

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Award-winning, Board-certified hospitalist in active clinical practice with expert witness trial testimony experience. Former Chief Quality Officer and Assistant Vice-President of Quality at SUNY-Upstate University Healthcare System, with responsibility for overall quality of care and patient safety for a large healthcare organization serving over 1.8 million people in Upstate New York. SUNY Faculty. Experienced public speaker.

I. CURRENT POSITION

A) **Medical Director, Molina Healthcare of New York** *Nov 2023-Present*

Molina Healthcare, Inc. is a Fortune 500 company specializing in managed care, headquartered in Long Beach, California. The company provides health insurance to individuals through government programs such as Medicaid and Medicare.

My responsibilities as a Medical Director include the following:

- Provides medical oversight and expertise in the appropriateness and medical necessity of healthcare services provided to members, targeting improvements in efficiency and satisfaction for patients and providers
- Participate in and maintain the integrity of the appeals process, both internally and externally. Responsible for the investigation of adverse incidents and quality of care concerns
- Evaluate authorization requests in the timely support of nurse reviewers; review cases requiring concurrent review and manage the denial process
- Member, Molina National Medication Utilization Board
- Ensures that medical decisions are rendered by qualified medical personnel, not influenced by fiscal or administrative management considerations, and that the care provided meets the standards for acceptable medical care
- Provide implementation support for Quality Improvement activities.

B) **Clinical Associate Professor of Medicine, SUNY-Upstate Medical University, Syracuse, NY** *Jan 2018-Present*

SUNY-Upstate Medical University's (UMU) College of Medicine has been educating doctors for over 175 years, and approximately 160 medical students are admitted every year to this prestigious and highly selective program.

My responsibilities as a Clinical Associate Professor include and/or have included the following:

- Supervising and teaching medical students and medical residents about the practice of medicine, including history-taking, physical examination, clinical decision-making, and healthcare quality/safety/systems
- Creation and implementation of a nationally recognized healthcare quality and safety curriculum for senior medical residents who are about to enter independent clinical practice.
- Teaching physicians about best practices in teaching medical students, such as incorporating healthcare quality and safety into the medical curriculum.
- Teaching physician leaders about best practices in clinical leadership, such as project management and lean six-sigma tools and methodologies

C) **Locum Tenens Hospitalist Physician, Jamesville, NY** *July 2021-Present*

I have worked in a variety of settings as a locum tenens hospitalist physician, including a tertiary academic center with level-1 trauma capability, a Veterans Affairs hospital, and a community hospital.

My responsibilities include, but are not limited to:

- Hospital admission, inpatient management, and discharge coordination for patients admitted to the medical service for conditions such as heart failure, chronic obstructive pulmonary disease (COPD), pneumonia, and sepsis to name a few. My daily census typically runs from 14-20 patients.
- Medicine consultation services for patients admitted to surgical and psychiatric services.
- Teaching medical students, medical residents, and physician assistants about the diagnosis and management of medical conditions that are commonly encountered on the inpatient floors.

D) **Principal, CNY Healthcare Consulting, Jamesville, NY**

Aug 2021-Present

As founder and principal of CNY Healthcare Solutions, I offer the following services:

- Healthcare consulting services, with a focus on healthcare quality and operational excellence
- Expert witness services in hospital medicine and hospital systems

II. EMPLOYMENT HISTORY

A. **Chief Quality Officer, Upstate University Healthcare System, Syracuse, NY**

May '20-Jun '21

B. **Assistant Vice-President of Quality, UMU, Syracuse, NY**

May '20-Jun '21

Responsible for overall quality of care and patient safety for a large healthcare organization serving over 1.8 million people in Upstate New York. Improved key quality metrics such as hospital mortality by 31.3% and achieved significant cost savings by streamlining processes for COVID-19 screening.

C. **Academic Hospitalist, UMU, Syracuse, NY**

May '20-Jun '21

Responsible for the medical management of inpatients, including hospital admissions, inpatient care, and facilitating safe discharge for patients with conditions such as heart failure, COPD, pneumonia, and sepsis. Supervised and taught a team of medical residents and students, who cared for 16-20 patients/day.

D. **Academic Hospitalist, VA Medical Center, Syracuse (VAMC), Syracuse, NY**

Nov'10- May'20

Responsible for the inpatient medical management of veterans of Upstate New York, including hospital admissions, inpatient care, and facilitating safe discharge for patients with conditions such as heart failure, COPD, pneumonia, and sepsis.

E. **Physician Lead for Quality and Safety in Medicine (PL-QSM), VAMC, Syracuse, NY**

Jan'17-May'20

Responsible for reviewing the quality of care of physician peers, and engaging physicians in healthcare quality and operational improvement initiatives. Improved hospital length of stay by 43%, and operationalized the "Hospital in Home" program, a novel alternative to hospital admission.

F. **Associate Program Director, Internal Medicine Residency Program, UMU, Syracuse, NY**

Jul'19-May '20

Responsible for 35 medical residents- performance appraisals, wellness, mentorship

G. **Program Director, VA Chief Residency for Quality/Safety (CRQS), VAMC, Syracuse, NY**

Jul '14-Jun '19

Created the inaugural Chief Residency in Quality and Safety program in New York State. This facilitated the career development of physicians in the emerging field of healthcare quality and patient safety, and enabled them to educate medical residents about the principles of high-value, safe patient care

H. **Clinical Assistant Professor, UMU, Syracuse, NY**

May '11-Dec '17

Taught medical residents and students assigned to VAMC inpatient clinical service

III. EDUCATION/POST GRADUATE TRAINING

1. **Medical School:** MBBS, Medical College, Thiruvananthapuram
Kerala, India Nov '98- Sep '04
2. **Residency:** Internal Medicine, SUNY Upstate Medical University
(UMU), Syracuse, NY Jul '07-Jun '10
3. **Chief Residency for Quality and Safety (CRQS):** VA Medical Center
(VAMC), Syracuse, NY Jul '10- Nov '10
4. **Master of Medical Management (MMM):** Heinz College,
Carnegie Mellon University, Pittsburgh, PA Aug '16- Feb '18

IV. MEDICAL LICENSURE AND CERTIFICATIONS

Medical Licensure

New York State License # 291984

Certifications

1. American Board of Internal Medicine (ABIM) Certificate #312785 Jul 2010
2. Institute for Healthcare Improvement (IHI) Certificate in Quality and Safety Oct 2013
3. Certified Lean Green Belt (CL-GB), VA Center for Applied Systems Engineering Jul 2014
4. Competent Communicator (CC), Toastmasters International Aug 2015
5. Certified Physician Executive (CPE), American Association of
Physician Leadership Dec 2015
6. Fellow of the American College of Physicians (FACP) Feb 2016
7. Veterans' Health Administration Certified Mentor (VHA-CM) Jun 2016
8. Advanced Leader-Bronze (AL-B), Toastmasters International Jun 2016
9. Veterans Health Administration (VHA) Transformational Coach-Level 1 Jan 2019
10. VHA Transformational Coach-Levels 2&3 Feb 2019
11. VA Health Care Leadership Development Program (HCLDP) Jul 2019
12. Advanced Communicator-Bronze, Toastmasters International Oct 2019
13. Advanced Communicator-Silver, Toastmasters International Oct 2019
14. Leadership Excellence Certificate, Toastmasters International Oct 2019
15. Advanced Leader-Silver, Toastmasters International Oct 2019
16. Certified Lean Black Belt, VHA Jan 2020
17. Certified Lean Black Belt Train the Trainer, VHA Mar 2020
18. Distinguished Toastmaster, Toastmasters International Apr 2020
19. Leading People and Teams Specialization, Ross School of Business,
University of Michigan Jun 2020
20. Just Culture for Managers Certification- The Just Culture Company Nov 2020
21. Peer Review Boot Camp, The Greeley Company Feb 2021
22. Entrepreneurship Specialization, Wharton School of Business Aug 2022
23. Introduction to HTML, CodeAcademy Jan 2022
24. Board-certified in Health Care Quality and Management, subspecialty as
Physician Advisor (CHCQM-PHYADV) Sep 2022
25. Management Consulting Specialization, Emory University Nov 2022

V. FEDERAL GRANTS

1. 'Hospital in Home' (HIH) new program grant, Dinesh J John, field support and modernization funds, 10/1/17-9/30/18, Veterans Affairs Central Office (VACO), \$401,544, TDA #69477. Role on project: coordinate the roll-out of this innovative service line, which offers a high-quality and cost-effective alternative to inpatient admission for the veterans of Upstate New York.
2. 'Hospital in Home' established program grant, Dinesh J John, field support and modernization funds, 10/1/18-9/30/19, Veterans Affairs Central Office (VACO), \$290,000. Role on project: to coordinate the roll-out, sustainment and spread of this innovative service line, which offers a high-quality and cost-effective alternative to inpatient admission for the veterans of Upstate New York.

VI. PUBLICATIONS (*peer-reviewed unless otherwise indicated*)

Peer-Reviewed Journals

1. **John DJ**, Manoharan A, Varghese R: Milroy's Disease- A Case Report. Journal of the Academy of Clinical Microbiologists Dec 2006, Vol 8 No. 2: 91-93
2. **John DJ**, Manoharan A, Varghese R: A Case of Primary Hypersomnia. The Annals of the Indian Academy of Neurology Jan 2007, Vol. 10 Issue 1 DOI: <https://doi.org/10.4103/0972-2327.31489>
3. Nandavaram S, Gnanabakthan N, **John DJ**: Primary Pulmonary Plasmacytoma: Unusual Presentation with Coexisting Amyloidosis and Bone Metaplasia. Chest Oct 2014, Vol. 146 Issue 4, Supplement 2 DOI: <https://doi.org/10.1378/chest.1989411>
4. Oya H, Varghese D, , John D, George T: Unraveling the Mystery of Pulmonary Hypertension in a Young Female. Chest Oct 2014, Vol 146, Issue 4, Supplement 2. DOI: <https://doi.org/10.1378/chest.1968180>
5. Hernandez N*, **John D**, Mitchell J: A Reimagined Discharge Lounge as a Way Towards an Efficient Discharge Process. BMJ Quality Improvement Reports 2014; 3 DOI: <https://doi.org/10.1136/bmjquality.u204930.w2080>
6. Imam SH*, Landry K*, Kloss B, **John DJ**: A Case of "Free" Phenytoin toxicity. American Journal of Emergency Medicine. Volume 32, Issue 10, Oct 2014 DOI: <https://doi.org/10.1016/j.ajem.2014.03.036>
7. Koya HH, Radhakrishna R, Varghese D, John D, George T: PAGE Kidney- A Rare Cause of Accelerated Hypertension. American Journal of Kidney Disease Apr 2015, Vol 65, Issue4, A51 DOI: <https://doi.org/10.1053/j.ajkd.2015.02.148>
8. Chandrasekar V*, Kosters M*, Mitchell J, **John D**, Shah R: Decreasing Inappropriate Use of PPI for Stress Ulcer Prophylaxis in Inpatient Population: A Quality Initiative. Gastroenterology, Vol. 150, Issue 4, Supplement 1, Apr 2016 DOI: [https://doi.org/10.1016/S0016-5085\(16\)32206-5](https://doi.org/10.1016/S0016-5085(16)32206-5)
9. **John D**, George T. Hidden Curricula, Ethics, and Professionalism (Letter to the Editor). Annals of Internal Medicine 2018 Sep 18, 169:425. <https://doi: 10.7326/L18-0350>
10. **John D**, Penmetsa A, Tucker A. (In Press) Strife in the Time of COVID- The Role of Physician Leaders in Bridging Generation Gaps. Physician Leadership Journal July/August 2021: 47-52

Peer-Reviewed Web-Based Publications

1. Shah R*, Fisher D, Mitchell J, **John D**: Engaging Trainees in Simulation through the Chief Resident in Quality and Patient Safety (CRQS). Simulation Exchange, Fall 2016 (web-based publication). http://www.simlearn.va.gov/SIMLEARN/NAV_Library_Archives_SimLEARN.as
2. **John D**. Acute Hospital Care at Home- Gimmick or Game-Changer? CNY Healthcare Solutions Blog (peer-reviewed blog), May 2022. <https://www.mdexcell.com/post/hospital-at-home-gimmick-or-game-changer>
3. **John D**. The Great Resignation-Turning Loss to Leverage. CNY Healthcare Solutions Blog (peer-reviewed blog), July 2022. <https://www.mdexcell.com/post/the-great-resignation-turning-loss-into-leverage>

Peer-Reviewed Book Chapters

1. **John D**, Valliattu J. "The Sweetest Glass of Water." In *28 Voices: A Nonfiction Anthology*, Vol.1, 194-199, 2024 (Medical Nonfiction). ISBN-13: 978-1958900277. https://www.amazon.com/28-Voices-Nonfiction-Anthology-Vol-1/dp/1958900273#detailBullets_feature

VII. PRESENTATIONS (*invited lecture unless otherwise indicated*)

National

1. "An Education: Quality & Safety Elective for PGY-3 Residents at the Syracuse VA." Presented by Dinesh John at the VA Chief Residency for Quality and Safety National Meeting (CRQS), Chicago, IL *Sep 2015*
2. "Using Lean Methodologies to Tackle Length of Stay." Presented by Dinesh John and William Ashby at the VHA National Office of System Redesign's Flow Improvement X-cellence (FIX) Webinar *Oct 2017*

Regional

1. "Quality Improvement and Patient Safety- A Guinea Pig's Perspective." Presented at the UMU Graduate Medical Education Series, Syracuse, NY *Jan 2011*
2. "Going Lean in Healthcare." Presented by Dinesh John, Department of Medicine, UMU, Syracuse, NY *Aug 2016*
3. "Using Toyota Production System(TPS) Methodologies to Tackle Length of Stay" Presented by Dinesh John at the Veterans Network 2 (VISN2) Length of Stay Integrated Service Webinar *Feb 2017*
4. "Teaching Basic Sciences in Clinical Medicine 9/26." Presented by Dinesh John at UMU's Faculty Development Seminar, Syracuse, NY *Sep 2017*
5. "Teaching Methods for Quality Improvement." Presented by Dinesh John, Lynn Cleary and Amit Dhamoon at UMU's Faculty Education Development Seminar, Syracuse, NY *Feb 2019*
6. "The Hospital in Home Experience at Syracuse VA Medical Center." Hospital at Home Summit, University of Rochester, Rochester, NY *Sep 2019*
7. "Resuscitating a Health Care System Using Toyota Production Systems." American Society of Quality (Binghamton Chapter) Dinner Series, Binghamton, NY *Feb 2020*

Local

1. "Quality and Safety # FutureHealthLeaders." Presented by Dinesh John at Upstate Leadership Academy, UMU, Syracuse, NY *Sep 2020*
2. "Lean Six Sigma and PM #UpstateLeaDocs." Presented by Dinesh John at UMU College of Medicine Faculty Leadership Grand Rounds *Oct 2020*
3. "Quality and Safety- March into Residency." Presented by Dinesh John at Transition into Residency Training for MS-4 medical students at UMU *Mar 2021*
4. "Keeping Your Project on Track and on Budget." Presented by Dinesh John at UMU College of Medicine Faculty Leadership Grand Rounds *May 2021*

VIII. CONFERENCE ABSTRACTS/POSTERS

National

1. Goyal S, Garcha A, **John DJ**, George TM: Intestinal Pseudo- obstruction as an Initial Manifestation of Lupus (abstract). Presented at National ACP Meeting, Toronto, Canada, Apr 2010
2. Dhaliwal R, Torke P, **John D**, Moses A: Milk Alkali Syndrome-A Resurfacing Cause of Hypercalcemia (abstract). Presented at Endo 2012, Houston, TX, Jun 2012
3. Ryu C, Michel T, Gonzalez S, **John D**, Mitchell J. A Quality Improvement Project to Reduce Emergency Department Delays with the Electronic Medical Record (abstract). Society of General Internal Medicine Annual Meeting, Denver, CO, Apr 2013
4. Hernandez N, Mitchell J, **John D**: Increasing Patient Satisfaction via Regular Contact with Families (abstract). Presented at 2014 Summer Institute on Evidence-Based Practice, San Antonio, TX, Aug 2014
5. Hernandez N, Harrison J, Michel T, Mitchell J, **John D**: Can It Be Easier to Decide on Observation Status? (abstract) Presented at 2014 Summer Institute on Evidence-Based Practice, San Antonio, TX, Aug 2014
6. Koya HH, Varghese D, Radhakrishnan R, Curtiss C, George T, **John D**. A Curious Case of Mucocutaneous Ulcerations Due to Methotrexate Toxicity (abstract). Presented at the American Medical Association (AMA) Research Symposium 2014, Dallas, TX
7. Koya H, **John D**, George TM. Pulmonary Hypertension due to ruptured Sinus of Valsalva Aneurysm (abstract). Presented at the American College of Critical Care Physicians (ACCP) Annual Meeting 2014, Austin, TX
8. Koya HH, Radhakrishnan R, Varghese D, **John D**, George T. PAGE Kidney- A Rare Cause of Resistant Hypertension (abstract). Presented at Hospital Medicine 2015, National Harbor, MD
9. Gonzalez A, Mitchell J, **John D**. 'QI Fridays' - A Novel Approach. To Improving Resident Engagement in Quality (abstract). Accepted as a poster presentation at the American Association of Medical Colleges (AAMC) Integrating Quality Meeting 2015, Rosemont, IL
10. Nair V, **John D**. Docetaxel-Induced Pancreatitis (abstract). Presented at American College of Gastroenterology (ACG) 2015 annual meeting, Honolulu, HI

National(contd.)

11. Patel JJ, Panebianco L, Mitchell J, Shah R, **John DJ**: Improve Documentation, Improve Observed Outcomes – A quality Initiative (abstract). Presented at Beyond the Doctorate Research Day, SUNY-UMU, Mar 2016, ACP Chapter Meeting, New York, NY, Jun 2016 and at the National ACP Meeting, San Diego, CA, Mar 2017
12. **John D**, Willian Ashby: Not using Lean? Your LOS(s). A Two-Year Retrospective on Lean Management and Length of Stay (LOS). Presented as a poster finalist at National ACP Meeting, New Orleans, LA, Apr 2018
13. Kamal F, **John D**, Mitchell J: Clinical Pathways Improve Physician Satisfaction and Efficiency in Health Care Delivery (abstract). Presented at AAMC 2018 Integrating Quality Conference, Arlington, VA, Jun 2018
14. Kamal, F, **John D**: Using a Lean Management Approach Can Safely & Systematically Decrease Hospital Length of Stay (abstract). AAMC Integrating Quality (IQ) Conference, , Arlington, VA Jun 2018
15. Cleary L, Dhamoon A, **John D**: Active Learning in Quality Improvement and Patient Safety in UGME and GME. Accepted for presentation at Learn Serve Lead 2019: AAMC Annual Meeting, Phoenix, AZ, Nov

Regional

1. George TM, **John DJ**, Rahman S: Incidental Malaria in a Nursing Home Resident (abstract). Presented at the American College of Physicians (ACP) New York chapter meeting, New York, NY, Jun 2009
2. Zayac A, Gnanabakhtan N, Gupta K, Shah R, Kaul P, Mitchell JM, **John DJ**. ICU Pearls: A Quality Initiative to Standardizing the ICU hand off process at Syracuse VA Medical Center (abstract). Presented at ACP Chapter Meeting, New York, NY, Jun 2016
3. Gruca M, Khanal S, Su, C, Jasti V, **John DJ**, Mitchell JM, Reed R. Improving Hand Hygiene Compliance with Simple Education (abstract). Presented at Beyond the Doctorate Research Day, SUNY-UMU, Mar 2019.
4. Martinez F, Jasti V, **John DJ**, Mitchell JM, Reed R. Decreasing STAT EKGs: A Quality Improvement Project Focused on Timeliness, Efficiency and Patient Care (abstract). Presented at Beyond the Doctorate Research Day, SUNY-UMU, Mar 2019.
5. Mbame E, Jasti V, **John DJ**, Mitchell JM, Reed R. Appropriate Triage on Hospital Admission-A Quality Improvement Initiative (abstract). Beyond the Doctorate Research Day, SUNY-UMU, Mar 2019.
6. Sanchez SC, Sampat P, John DJ. The 'X' Factor: A Rare Case of Pseudohyponatremia caused by Lipoprotein X (abstract). Accepted for presentation at ACP Chapter Meeting, Tarrytown, NY, Nov 2022

VIII. PANELS

1. Alternate Panelist for Health Care Operations at the Information Intensive Services Workshop, Whitman School of Business, Syracuse University, Syracuse, NY, Sep 2015

IX. SERVICE TO THE PROFESSION AND COMMUNITY

International

1. Peer reviewer, [International Journal for Quality in Healthcare](#) Apr 2018-Present
2. Peer Reviewer, [British Medical Journal \(BMJ\) Open Quality](#) Apr 2018-Present
3. Peer Reviewer, [Annals of Internal Medicine](#) Jun 2019-Present

National: Professional Society Service

1. Judge for Poster Presentations at NYACP Resident and Student Forum Poster Competition, Syracuse, NY *Nov 2015*
2. Peer Reviewer for American Association of Physician Leadership (AAPL) 2017 Annual Meeting, New York, NY - Learning Lab abstracts *Sep 2016*
3. Mentor, AAPL (serve as a mentor to aspiring physician leaders) *Mar 2016-Present*
4. Peer Reviewer for ACP National Abstract Competition *Dec 2016 & '17*
5. Subject Matter Expert, American Board of Quality Assurance and Utilization Review Physicians (help to develop educational content) *Feb 2024-Present*
6. Syracuse District Councilor (Board Member), NYACP *Apr 2025-Present*

University Service

1. Faculty Education Development Committee Member, UMU *Jan '16- Apr'20*
2. Peer Reviewer for Annual Faculty Scholars Workshop Dinner, *Apr 2017*
3. UMU Faculty Abstracts

UMU Medicine Departmental Service

1. Medicine House-Staff Selection Committee, UMU *Jul '11- Sep '16*
2. Graduate Medical Education Core Committee Faculty Member, UMU *Jul '11- Sep '16*

VAMC Service

1. Chair, Inpatient Readmissions Value Stream Committee *Mar '19-Apr '20*
2. Co-Chair- Clinical Documentation Improvement (CDI) Committee *Mar '19- Apr '20*
3. Co-chair, Credentialing and Privileging (C&P) Committee *Jun '18- Apr '20*
4. Co-Chair, LEAN Inpatient Value Stream Committee , VAMC *Aug '15-Apr '20*
5. Member, LEAN Transformation Plan of Care Steering Committee, VAMC *Dec '13- Apr '20*
6. Member, Medical Staff Executive Committee, VAMC *Oct '12- Apr '20*
7. Member, Medical Executive Leadership Team, VAMC *Oct '12-Apr '20*
8. Member, Clinical Bioethics Committee, VAMC *Oct '12-Apr '20*
9. Medical Staff Vice-President, VAMC *Sep '12- Sep '14*
10. Medical Staff President, VAMC *Sep '14- Dec '15*
11. Chair, LEAN Standard Work Committee, VAMC *Dec '13- Mar 15*
12. Chair, Medical Staff Bylaws Committee, VAMC *Dec '14- Jan'16*

X. HONORS AND AWARDS

National

1. VA National SimLEARN Certification (basic tier) for VAMC's Simulation Center (As the facility's Simulation Champion, I put together the application package on behalf of VAMC) *July 2016*
2. VA Health Care Leadership Development Program (HCLDP) (HCLDP is a highly selective national leadership development program for healthcare leaders with the highest potential) *Oct 2018*
3. Designated as an 'Alien of Extraordinary Ability' by United States Citizenship and Immigration Services (USCIS)¹ *Sep 2019*
4. Triple Crown Award Winner, Toastmasters International *Feb 2020*
5. Letter of Commendation from Editor in Chief, Annals of Internal Medicine for recognition as an outstanding peer reviewer of journal manuscripts *Feb 2020*

Regional

1. First Prize: "The Future of Medicine – the Next 100 Years." American College of Physicians Essay Competition (NY Chapter), West Point, NY *May 2015*
2. First Prize- 'Improve Documentation, Improve Observed Outcomes – A Quality Initiative,' Quality Improvement Poster Category, New York American College of Physicians Annual Meeting, New York, NY *Jun 2016*
3. Deemed 'ready' for senior leadership role by Veterans Integrated Service Network 2 (VISN 2) Talent Review & Succession Planning Committee *Apr 2019*
4. Finalist for CNY Book Awards-People's Choice Category for *28 Voices* (medical nonfiction) *Oct 2025*

Local

1. Award for Excellence in Teamwork, Department of Graduate Medical Education at UMU *Mar 2010*
2. Excellence in Clinical Teaching Award, UMU *Mar 2010*
3. Certificate of Appreciation for Outstanding Leadership in Lean Management Systems, VAMC *Jan 2017*
4. Certificate of Achievement & Cash Award for Distinguished VA Service in Improving Quality of Care at VAMC *Aug 2017*

XI. VOLUNTEER WORK

1. Volunteer Physician, Rahma Free Clinic *May 2020-Present*