

## **Betsy Shilliday, Pharm.D., CDE, CPP, BCACP, FASHP**



Betsy Shilliday, Pharm.D., CDE, CPP, BCACP, FASHP, serves in multiple roles at the University of North Carolina (UNC) School of Medicine, Division of General Medicine, UNC Eshelman School of Pharmacy and UNC Health Care: She is the assistant medical director of the General Internal Medicine Clinic and the director of the Enhanced Care Programs, where she maintains an active clinical practice. She is responsible for the oversight of chronic disease management programs as well as Medicare Annual Wellness, Transitions of Care and Chronic Care Management. She has also served as co-coordinator of the UNC Hospitals Pharmacy Diabetes Care Program since 1999.

In January 2013, Dr. Shilliday was appointed the director of the Advanced Practice Provider (APP) Center to provide oversight, coordination and improved integration of APPs across inpatient and ambulatory settings at the UNC Medical Center in Chapel Hill and the surrounding community. She is responsible for credentialing, competency, education, compliance and consistency of patient services delivered by APPs within the UNC Medical Center. Dr. Shilliday's research interests include the impact of health literacy on clinical outcomes, implementation of new clinical practice models and quality improvement.

Dr. Shilliday received her bachelor's degree in biology from UNC-Wilmington in 1994 and her doctoral degree in pharmacy from Campbell University in 1998. She completed a primary care specialty residency with the VA Medical Center in Salisbury, North Carolina, in 1998.