

Access Leader of the Year Award

The Access Leader of the Year Award honors professionals in patient access who demonstrate innovation, measurable impact, and strategic vision. Recipients are recognized for implementing creative solutions, achieving significant outcomes, and fostering collaboration within their organizations and the broader community. This award celebrates leaders who drive change, inspire others, and advance equitable, patient-centered care. Self-nominations are welcomed. Award determinations made by the Patient Access Collaborative Membership & Recognition Committee.

Criteria

Innovation

Demonstrated implementation of creative solutions or novel approaches that significantly improve their area of responsibility. Proactively embraces and leads change management efforts within their organization.

Impact and Results

Quantifiable outcomes resulting from their leadership, such as increased capacity, improved patient satisfaction scores, or higher contact center efficiency. Demonstrates clear, measurable improvements in operational metrics or key performance indicators (KPIs).

Collaboration and Influence

Builds strong relationships across departments and with key stakeholders. Serves as a mentor or coach, empowering and developing others within their organization or the broader professional community. Recognized as a role model or thought leader in their field, including participation in conferences, publications, or other industry forums.

Strategic Vision

Demonstrates strong industry awareness and aligns team goals with system priorities. Anticipates challenges and drives forward-thinking strategies. Fosters continuous learning and accountability. Leads initiatives that improve patient experience and reduce access barriers while championing patient-centered, equitable practices.

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