



Welcome to the

2022 PATIENT ACCESS COLLABORATIVE SYMPOSIUM

**May 10 - 12, 2022
Denver, Colorado**

Host: UCHealth and CU Medicine
Location: Hyatt Regency Aurora-Denver

Hotel WiFi

Guest Room, Lobby and Restaurant Areas:
Network - @Hyatt_Wifi; Log-in - Last Name and Room Number
Conference Area:
Access Point: @Hyatt_Conference; Code: Hyatt22

Important Addresses to Know

Krugman Hall (CU Medicine): Research Building 2 (RC2). 2nd Floor *(there is an open staircase that leads up to the 2nd floor)* 12700 East 19th Avenue, Aurora, CO 80045

Lilly Marks Board Room University of Colorado Medicine Building (CU Medicine): 13199 E. Montview Blvd. Aurora, CO 80045

Rocky Mountain Lions Eye Institute Building: 12505 E 16th Avenue, Aurora, CO 80045

Link to Interactive Map: <https://www.cuanschutz.edu/about/cu-anschutz-map>

Hyatt Regency Aurora-Denver: 13200 E 14th Pl, Aurora, CO 80011

Tuesday, May 10, 2022 | Pre-Conference & Dinner

12:30pm to 6:30pm – Conference Registration; Hyatt Regency, Aurora Foyer

1:30pm – Pre-Conferences (Optional - Registration Required)

Pre-Conference I - The Access Journey at MUSC; Hyatt Regency, Conference Room I, 1:30pm to 4:30pm

- PATH Initiative and Ambulatory Expansion
- Call Center Transformation
- Capacity Management – guiding principles; liaison strategy and new patient growth initiatives
- Technology and Automation – challenges and next steps

Speakers: Dr. Vanessa Diaz, Associate Chief Medical Officer for Access; Alex Gadsden, Patient Access Liaison, Heart and Vascular ICCE; Dianne Thesing, Director Ambulatory Services, Heart and Vascular ICCE; Matt Long, Director of Enterprise Patient Access, Medical University of South Carolina; and Brent Bizwell, Principal, Access Advisors

Pre-Conference II - Children's Hospital Access Collaborative Session; Hyatt Regency, Conference Room V, 1:30pm to 5:15pm

- **1:30pm to 2:30pm - Welcome from Children's Hospital Colorado**
 - Sadaf Tehrani, MBA, Executive Director, Revenue Cycle, Children's Hospital Colorado
 - Sarah Chambers, MNM, Manager, Patient Access Systems, Children's Hospital Colorado
- **2:30pm to 3:30pm - Addressing Access to Behavioral Health Services for our Children**
 - Moderator: David Bank, MD. (Panel of Speakers joining Virtually) John C. Duby, MD, FAAP, Professor and Chair, Department of Pediatrics, Wright State University Boonshoff School of Medicine, Vice President, Academic Affairs and Community Health, Dayton Children's Hospital; Sheri Michelle Ravenscroft, MD, Developmental Pediatrician, Dell Children's Medical Center; Stephanie Osler, Director, CHKD Mental Health Service Line at Children's Hospital of The King's Daughters; and
 - Alex Kemper, MD, MPH, MS, Division Chief, Primary Care Pediatrics, Nationwide Children's Hospital
- **3:30pm to 3:45pm - Break**
- **3:45pm to 5:00pm - Appreciating the Uniqueness of Access to Pediatric Subspecialty Care and Sustaining the Journey through Collaboration, Education, and Support**
 - Marc P. DiFazio, MD, VP, Ambulatory Services, Children's National Hospital, Associate Professor of Neurology, George Washington University School of Medicine and Health Sciences
 - Kevin J. Pawl, MS, FACMPE, Senior Director, Patient Access, Boston Children's Hospital
 - Grace Karon, Assistant Director, Business Operations & Strategic Planning, Department of Pediatrics, Texas Children's Hospital
- **5:00pm to 5:15pm – Recap & Q&A**

5:30pm to 6:30pm – (Optional) Pre-Dinner Reception/Drinks at Hyatt Regency, West Terrace

6:30pm to 8:30pm – (Optional) Opening Dinner at Hyatt Regency, Aurora Ballroom III & IV Welcome Remarks by Amanda Anthony, DNP, ACNS-BC, CCNS, Vice President, Patient Navigation, UCHHealth

6:30pm to 8:30pm – (Optional) Children's Hospital Dinner – Borealis (Hyatt Regency on-site Restaurant)

Wednesday, May 11, 2022 | Workshops

6:45am to 8:00am – Conference Registration; Hyatt Regency, Aurora Foyer

7:15am – Shuttle Pick Up at Holiday Inn Express & Suites Denver Aurora Medical Campus; drop at Hyatt Regency

7:35am – Shuttle Pick up at Hyatt House Denver/Aurora; drop at Hyatt Regency

6:45am to 8:00am - Breakfast Buffet; Hyatt Regency, Aurora Ballroom I

8:00am – Workshops Begin (include lunch)

Ambulatory Operations - 8:00am - Meet your ambassadors in the main hotel lobby to walk to UCHHealth Sue Anschutz-Rogers Eye Center 12505 E 16th Avenue, Aurora, CO 80045. **Continental Breakfast served.**

Moderator: Shelby Smith, Director, Care Access, University of South Alabama

- **8:15am to 10:00am** – Walk to UCHHealth Sue Anschutz-Rogers Eye Center (Eye Institute). 3rd Floor Department Auditorium. (Tour starts on the 3rd Floor, then the group will be broken into three for tours on individual floors – 8:30am to 9:30am. **Masks are required on the tour.**) Tour leaders:
 - Naresh Mandava, MD - Chair, Department of Ophthalmology
 - Eimi Rodriguez Cruz - Director, Ophthalmic Services UCHHealth Sue Anschutz-Rodgers Eye Center
 - Michael Wildes, MD - Clinical Director, UCHHealth Sue Anschutz-Rodgers Eye Center
 - Michelle Velazquez - Practice Administrator, UCHHealth Sue Anschutz-Rodgers Eye Center
- **9:30am to 10:00am** - Lisa Bellamy, Senior Director of Operations, Ambulatory, UCHHealth
- **10:00am to 10:30am** - Break
- **10:30am to 12:00pm** – Hot Topics in Ambulatory Operations
 - Eve Ravichandran, Project Manager, Patient Care Access, UCSF Health
 - Lindsey Pabst, Director, Ambulatory Operations & Services, Massachusetts General Physicians Organization
 - Michelle Schotzko, Director of Practices, MSU Health Care
- **12:00pm to 1:00pm** – Lunch (remain in 3rd Floor Department Auditorium for lunch)
- **1:00pm** - Walk to Krugman Hall (12700 East 19th Avenue)

Executive Roundtable – 7:50am – Meet in the main hotel lobby to board shuttles at Hyatt Regency; Transport to Lilly Marks Board Room, CU Medicine (13199 East Montview Blvd). **Continental Breakfast served.**

Moderator: Brian Smith, Senior Associate Dean, Administration and Finance, CU School of Medicine and Executive Director, CU Medicine

- **8:00am to 12:00pm** – Participant Discussion regarding Strategic Issues Related to Access
 - Brian Smith, Senior Associate Dean, Administration and Finance, CU Medicine
 - Sarah Kier, Vice President, Patient Access, Emory Healthcare
 - Holly Koehler, Vice President, Patient Access Services, Northwell Health
 - Pam Masters, Associate Vice President, Access, Cincinnati Children's Hospital
 - Lisa Whitty, Vice President, Access Operations, Henry Ford Health System
- **12:00pm to 1:00pm** - Lunch (in Board Room)
- **1:00pm** - walk to Krugman Hall (12700 East 19th Avenue)

Call Center Management Meet in Aurora Ballrooms III & IV, Hyatt Regency

Moderators: Gina Minas, Director, Access, Northwestern Medicine and Barbara Gunn, Associate Director, University of Rochester Medicine Customer Service Access Center

- **8:00am to 9:45am** – Meeting in Aurora Ballrooms III & IV, Hyatt Regency
 - **Call Center Turnaround:** Martin Wortley, Executive Director of Access, and Karl Rene, Workforce Analyst Manager, George Washington University Medical Faculty Associates
 - **Hardwiring Quality through Monitoring Scheduling Accuracy:** Chuong Nguyen, Quality Assurance Manager, Patient Access, Baylor College of Medicine
 - **Moving the Call Center from a Cost Center to a Profit Center:** Brett Butler, Senior Director, VCU Health
- **9:45am to 10:00am** – Break
- **10:00am to 12:00pm** – UCHHealth Patient Line Introduction by VP of Patient Line, Gary Henry, followed by the “Tour” in Aurora Ballroom II.
Look at your nametag for your group number and proceed to the table with your number. You'll start the “tour” there and rotate every 10 minutes.

Referral Authorization Center → Kerre Valtierra – Senior Director, Referral and Authorizations, Adele Morehead, MSN, RN-BC - Manager of Clinic Nursing, Radiology Authorizations, and Lauren Kortmeyer, BSN, RN - Radiology Clinical Review Nurse

Quality Assurance → Tracy Cocco – Director of Operations, Development and Support and Jillian Carrington, QA and Coaching Program Manager

Specialty Contact Center → Trent Joseph – Director of Operations, Specialty Care

Primary Care Contact Center/Virtual Health Support → Karen Trotter – Director of Operations, Primary Care and Virtual Health Support

Nurse Triage → Trisha Park, RN, BSN - RN Advice Supervisor, Patient Line and Alison Yowell, RN, MN, CNML - Manager, Healthlink

Outbound Referral Calls → Brittany Standage – Supervisor, Specialty-Centralized Referral Scheduling

Training → Krystal Latimer – Manager, Training

Workforce Management → Samantha Bell – Manager, Workforce Management and Staffing

Technology → John Cleckley – Senior System Analyst and Collin Hoffmann – IT Program Director

- **12:00pm to 12:50pm** – Box Lunch in Aurora Ballroom I
- **1:00pm** - Load bus to Campus: Krugman Hall (12700 East 19th Avenue)

Capacity Management Meet in Conference Room VI, Hyatt Regency

Moderator: Dan Gregg, VP, Access, Department of Access and Capacity Management, University of South Florida Tampa General Physicians

- **8:00am to 10:30am** – Presentations
 - **Measuring Density – Taking Capacity Management to the Next Level:** Brooke Bellamy, Senior Director of Access & Capacity Management, and Lois Bernhardt, Associate Director of Capacity Management, The Ohio State University Wexner Medical Center
 - **Best Practices in Capacity Management:** Kim Pacheco, Director, Patient Access and Staci Taufer, Manager, Ambulatory Capacity Management, University of Utah Health
- **10:30am to 10:45am** – Break
- **10:45 to 12:00pm - Roundtable Discussions with Table Leaders**
 - Speakers (Brooke, Lois, Kim & Staci) and...
 - Sunny Reynolds, Manager, Capacity Management, Access Innovations, Nebraska Medicine
 - Bonnie Keefer, Coordinator, Template Management Services, Penn State Health
 - Jane Pike, Director, Access Innovation and Support, Duke Health Access Services
 - Leslie Holtzappple, Administrative Director, Capacity Management, Clinical Access Management, Geisinger
- **12:00pm to 12:40pm** – Box Lunch in Aurora Ballroom I
- **12:45pm** - Load bus to Campus: Krugman Hall (12700 East 19th Avenue)

Medical Directors Meet in Conference Room IV, Hyatt Regency

- **10:30am to 12:45 pm** – Discussion and Lunch (served in the conference room)
 - Presentations by Bryan Tsao, MD, VP of Access, Medical Director of the Access Center, Loma Linda University Health and Debbie Aizenberg, MD, Medical Director, Patient Contact Center, UC Davis Health System
- **1:00pm** – Load bus to Campus: Krugman Hall (12700 East 19th Avenue)

Wednesday, May 11, 2022 | Showcase & Reception

1:30pm to 5:00pm – Access Showcase, Krugman Hall, Anschutz Medical Campus (12700 East 19th Avenue) CU Medicine

- **1:30pm to 1:40pm – Welcome and Introductions**
 - Elizabeth Woodcock, Executive Director, Patient Access Collaborative
 - Tom Gronow, Chief Executive Officer & President of University of Colorado Hospital
 - Brian Smith, Senior Associate Dean, Administration and Finance, CU School of Medicine and Executive Director, CU Medicine
- **1:40pm to 2:10pm – Leading Innovation on the Frontline: Ambulatory Integration with Behavioral Health**
 - Tom Gronow, Chief Executive Officer & President of University of Colorado Hospital
- **2:10pm to 2:40pm - Building Access Together: Patient Line and its Medical Directors**
 - Brian Bacak, MD, Medical Director, University of Colorado Health Patient Line
- **2:40pm to 3:10pm – CU Medicine Ambulatory: A Closer Look at CU's Community Model**
 - Ami Giardina, VP of Community Practice, CU Medicine
- **3:10pm to 3:40pm - Break**
- **3:40pm to 4:10pm – Innovation and Automation**
 - Nicole Mossing Caputo, MS, Senior Director Experience and Innovation, UCHHealth
- **4:10pm to 4:40pm – Role of School of Medicine with Access in a Value-based Environment**
 - Lisa Schilling, MD, MSPH, Medical Director, Office of Value Based Performance, CU Medicine
 - Christina Finlayson, MD, Senior Medical Director, CU Medicine & Associate Dean, Clinical Affairs, CU School of Medicine
- **4:40pm to 5:00pm – Closing and Invite to Reception**
 - Brian Smith, Senior Associate Dean, Administration and Finance, CU School of Medicine and Executive Director, CU Medicine
 - Gary Henry, Vice President, Patient Line, UCHHealth

5:00pm to 7:00pm* – Reception sponsored by the UCHHealth and CU Medicine at lobby outside of the Krugman Hall. Drinks and appetizers served.

[concurrent] Children's Hospital Access Collaborative only: Hyatt Regency Conference Room V from 1:30pm to 4:45pm

- **1:30pm to 2:05pm - Scheduling Optimization: Learnings from our Access Journey**
 - Tia Rooney, Director, Ambulatory Operations and Strategic Initiatives, Seattle Children's Hospital
- **2:05 to 2:40pm - Leveraging Data for Pediatric Leaders**
 - Pam Masters, JD, Associate Vice President, Access and Bridget Fredstrom, PhD, Manager, Information Systems, Cincinnati Children's Hospital
- **2:40pm to 3:00pm** Break
- **3:00pm to 3:35pm**
 - The Patient Safety Narrative: Moving the Needle in Access: Sarah Freelove, RN, Director, Pediatric Ambulatory Operations, Lifespan/Hasbro Children's
- **3:35pm to 4:35pm - Children's Hospital Speed Networking - Participants will be seated in pairs, with one group of individuals rotating counter-clockwise at the sound of the chime.**
- **4:35pm to 4:45pm - Wrap-up**
- **4:45pm (Optional) - Walk to lobby to board bus to campus to Krugman Hall for UCHHealth/CU Medicine reception. Bus will depart at 5:15pm.**

*Return bus to hotel starting at **5:45pm on a rotational basis**. Guests are otherwise advised to walk (approximately 15-minute walk) or take a rideshare back to hotel or dinner, as appropriate. Alternate off-site dinners begin at 7 pm.

Thursday, May 12, 2022 | Main Symposium

7:00am to 4:00pm – Conference Registration and Support Desk Open, Hyatt Regency, Aurora Foyer

Luggage storage available at support desk

Hotel check-out is 12:00pm

7:15am – Shuttle Pick Up at Holiday Inn Express & Suites Denver Aurora Medical Campus; drop at Hyatt Regency

7:35am – Shuttle Pick up at Hyatt House Denver/Aurora; drop at Hyatt Regency

6:45am to 8:00am – Breakfast Buffet in Aurora Ballroom I

8:00am to 4:00pm – Main Symposium

Aurora Ballrooms II, III & IV

8:00am to 8:45am – Welcome, Introduction and Benchmarking Survey Results

Elizabeth Woodcock, Executive Director, Patient Access Collaborative

8:45am to 9:15am – Access Setting the Stage for Strategy

Alan Kramer, Assistant Vice President, Health System Emerging Strategies and Toni Eby, Chief Operating Officer, UT Southwestern Medical Center

9:15am to 9:45am - Scheduling Transformation: Our Journey to Implement Online Scheduling across the JHM Enterprise

Amy Tirabassi, Assistant Director, Patient Access Process Improvement, Johns Hopkins Medicine

9:45am to 10:15am – Building Multiple Access Points for New Patients...into an Already Busy Health System

Jeff Butler, Senior Director, Patient Access, UCLA Health

10:15 to 10:40am – Break

10:45am to 11:15am – The Intersection of Capacity, Contacts, and Operations: Stacking Your Access Program

Yara Davila, MBA, Executive Director, Ambulatory Services, Brigham and Women's Hospital

11:15am to 11:45am – Leveraging Data, Workflow, and Strategy to Offer Same-Day Access

Alice Cooper, NP, Vice Chair, Ambulatory Services, Clinical Associate, Department of Obstetrics and Gynecology, Department of Community and Family Medicine, Medical Director, Access Services, Medical Director, Patient Engagement Center and Rachel Liao, Program Director, Access - PDC Ambulatory Services, Duke Health

11:45am to 12:15pm - The Role of the Medical Director in Access: Managing Change by Elevating Access and Quality

Victor J. Hassid, MD, CPE, FACS, Executive Medical Director, Access and Business Services, Associate Professor, Department of Plastic Surgery, The University of Texas MD Anderson Cancer Center

12:15 to 1:15pm – Lunch served in Aurora Ballroom 1

1:30pm to 2:00pm - Culture, Operations and Technology: Creating Internal Efficiency through Access

Mia Coulon, Director, Access Program, Ochsner Health System

2:00pm to 2:30pm – Improving Access with Patient Engagement Automation

Adrin Mammen, MS, MBA, FACHE, Associate Vice President, Patient Access Transformation Officer, and Greg Lewin, Senior Director, Patient Access Center, Montefiore Medical Center

2:30pm to 3:00pm – Clinical Advice Services: A Proxy for Access and Engagement

Fouzel Dhebar, Executive Director, Health Navigation Services, and Eric Escobedo-Wu, DNP, RN, PHN, CCM, NEA-BC, Administrative Director, Stanford Health Care

3:00pm to 3:50pm – Panel: Diversity, Equity, Inclusion and Justice in Access

Dan Gregg, VP, Access, Department of Access and Capacity Management, University of South Florida
Tampa General Physicians
Sarah Kier, Vice President, Patient Access, Emory Healthcare
Carrie Priebe, Senior Director, Enterprise Access & Innovation, UW Medicine

3:50 to 4:00pm – Wrap Up; Airport Departure

Assemble in Hotel Lobby for 4:00 p.m. shuttle departure to airport (reservation required)

Restaurants Near the Hyatt Regency Aurora Hotel

*Borealis Restaurant (in Hyatt Regency Aurora Hotel)
*Cedar Creek Pub, 2100 N. Ursula Street, Aurora, CO 80045
Noodles and Company, 13700 E. Colfax Ave, Aurora, CO 80045
*Ambli Mexico at Fitzsimons, 2101 N. Ursula Street, Aurora, CO 80045
*Sushi-Rama Fitzsimons/Osaka Ramen, 13650 E. Colfax
Smashburger, 13700 E. Colfax Ave
Chipotle, 13700 E. Colfax Ave
Stanley Market Place: <https://www.stanleymarketplace.com/>
* Full-service restaurants

Thank You to Our AMAZING Hosts

Gary Henry and Brian Smith

Katie Mactaggart / Heather Hume / Tom Clark / Chris Comer / Lisa Bellamy

The logo for UCHealth, featuring the word "uchealth" in a lowercase, sans-serif font. The letters "u" and "c" are connected, and the "h" is also connected to the "e". The entire word is underlined with a thin red line.

The logo for CU Medicine, featuring a stylized "CU" monogram in gold and black, followed by the word "Medicine" in a large, black, sans-serif font.

Our appreciation to Sarah Chambers & Sadaf Tehrani of Colorado Children's