



Table of Contents

| | | |
|-----------------|-------|-----------|
| About Us | _____ | 03 |
| Members | _____ | 08 |
| Member Benefits | _____ | 11 |
| How-To's | _____ | 13 |

About Us

Our Mission

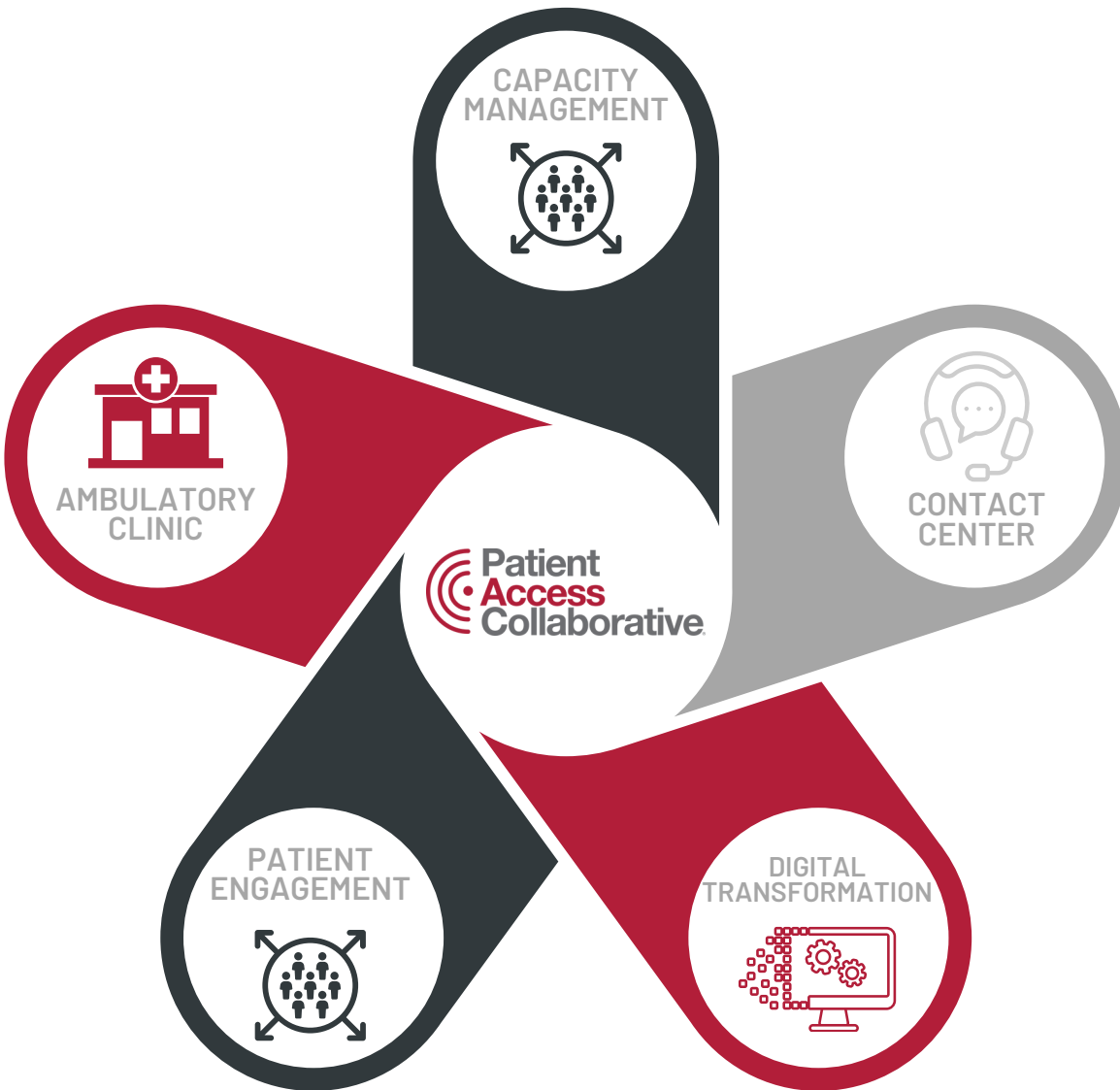
Empowering Leaders, Elevating Access

Since 2011, the Patient Access Collaborative has provided a forum for the nation's largest and most prestigious health systems to discuss and advance initiatives that can vastly improve patient access to ambulatory care.

This invitation-only community consists of leaders from academic health systems and children's hospitals across the nation. Together, our members operate multi-specialty ambulatory enterprises that manage anywhere from a half a million to more than six million patient encounters a year.

The Patient Access Collaborative is proud to be a collaborative learning healthcare system. As such, the leadership team **documented the ontology** in accordance with current research (**Vinson et al, 2022**). We invite **inquiries about our work**.

About Us



The PAC not only shares ideas and data, but we also share a passion for patients. Behind everything we do is the philosophy that nothing should impede a patient's access to the services they need. And without a concerted effort to keep that path short and clear, the value we provide our patients will diminish.

About Us

How it Started

Launched in 2011, the Patient Access Symposium was the result of leaders in academic ambulatory care wanting to network with one another about access. While performing research for “Mastering Patient Flow: 4th Edition,” the author – Elizabeth Woodcock – reached out to colleagues for their perspective. These interviews became the source of the original Patient Access Report, and the colleagues were the first participants in the community of access leaders.

The inaugural Patient Access Symposium was held on May 19, 2011, drawing attendance from nearly 20 academic health systems. Participants appreciated the ability to be in a discussion-based forum, basing the moderation of the event off of the interviews that had been conducted in the fall. Elizabeth recognized that the key to success was not only to create a series of speakers to lecture on relevant topics, but to truly understand the initiatives at each institution and encourage participants to share that information in an open format.

An annual learning event was held each spring, with a separate program for children's hospital access leaders launching in 2017 held annually in September. In the fall of 2018, the Patient Access Symposium changed its name to the Patient Access Collaborative, reflecting who we had truly become. Over the years, the community has grown; however, we still appreciate the opportunity to engage in person for our annual symposium.

About Us

The Patient Access Collaborative has had the great fortune of having incredible host institutions year after year. They bring passion for improvement to each event and provide unparalleled knowledge and expertise. Our hosts include:



About Us

Founder and Executive Director

Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC is the founder of the Patient Access Collaborative. This organization includes more than 120 of the nation's most prominent academic medical centers and children's hospitals, focused solely on patient access in the ambulatory enterprise. She is the author of *Mastering Patient Flow*, and co-author of *The Physician Billing Process: Navigating Potholes on the Road to Getting Paid*, both industry best-sellers. She is widely considered an industry leader in medical practice operations and revenue cycle management.



She is frequently published and quoted in national publications including *MGMA Connection* and *Medical Economics*. She has focused on medical practice operations and revenue cycle management for more than 25 years and has led educational sessions for the American Medical Association, Healthcare Financial Management Association, and the Medical Group Management Association. She is the author or co-author of 18 best-selling books, including *Front Office Success and Operating Policies and Procedures Manual for Medical Practices*, in addition to the titles listed above.

Prior to founding Woodcock & Associates, Elizabeth worked as Group Practice Services Administrator at the University of Virginia Health Services Foundation, as a long-time consultant for the Medical Group Management Association, as Director of Knowledge Management for Physicians Practice, Inc., and a Senior Associate at The Advisory Board Company. She is a Fellow in the American College of Medical Practice Executives and a Certified Professional Coder. In addition to a BA from Duke University, she completed a MBA degree in healthcare management from The Wharton School of Business of the University of Pennsylvania and a doctorate from the Johns Hopkins University Bloomberg School of Public Health.

Members

Our membership includes more than 120 of the nation's elite Academic Medical Centers and Children's Hospitals. We are an invitation-only community. Invitations are extended to those institutions that meet the following membership criteria:

- Represents a large, multi-specialty ambulatory enterprise with a core academic and teaching mission centered on its school of medicine; or are a large, multi-specialty ambulatory enterprise of a freestanding children's hospital, or a CMS PPS-exempt cancer hospital with a core academic and teaching mission; and
- Actively involved in access-related improvements; and
- Agrees to actively partner, share data, network, and collaborate with other PAC members.

Our membership has annual dues assessed in June; membership is held at the organizational level. Any employee of an invited institution may join without any limit of members allowed. Each member will enjoy the full benefits of membership. Contractors or consultants are not allowed to join.

Membership is reviewed and determined by our Board of Advisors.

[View Current Board of Advisors](#)

Members

Our members include representatives from:

- C-Suite
- Ambulatory Services
- Operations
- Patient Experience
- Finance
- Call/Contact Centers
- Capacity Management
- Information Technology
- Strategic Planning
- Department-Based Leadership

Our website has a list of our member institutions as well as a member directory.

[**View Member Institutions**](#)

[**View Member Directory**](#)

Members

Open Forums

Last Wednesday of Every Month | 1:00PM EST

Calling all new members – or members eager to leverage the PAC community! Learn more about the resources and benefits that the Patient Access Collaborative has to offer; get answers to commonly asked questions, like "how do I post a question on the listserv?", "what resources do you offer?" and any other questions you might have.

[Click here to Register](#)

PAC Membership and Recognition Committee

Balqis Elhaddi – Director of Business Operations and Virtual Care, Michigan Medicine; baelhadd@med.umich.edu

Elissa Nelson – Senior Director – Systems Transformation, Enterprise Office of Access Management Infrastructure Services, Mayo Clinic; nelson.elissa@mayo.edu

Julie Miller, BSN, RN, PMP – Director of Ambulatory Systems, Penn State Health; jmiller25@pennstatehealth.psu.edu

Lisa Whitty, MHSA – System Director, Contact Centers, Henry Ford Health; lwhitty2@hfhs.org

Rebecca Carey, PMP, MBA, Vice President, Ambulatory Access, Stanford Children's; recarey@stanfordchildrens.org

Ryzell McKinney, EdD – Director, Access Technology, Vanderbilt University Medical Center; ryzell.mckinney@vumc.org

Member Benefits

Membership in the Patient Access Collaborative represents a significant value proposition. By sharing ideas, contacts, and best practices with industry leaders, members can find real solutions to the challenges of patient access in a large, complex ambulatory enterprise in an academic setting. These benefits can be found under the membership information tab on our website. *You must be **logged in** to access some of this information.* Benefits include access to:

Access to Complimentary Job Postings

- Members have access to view any open job postings and also to post a job for your institution on a complimentary basis. Our members represent more than 3,000 access professionals: the highest quality and most relevant candidates in the industry.

Attendance to Annual Symposium*

Subject to maximum attendance per institution

- Annual conference, hosted by different member institutions each year.
- 3-day programming.

Benchmarks

- Our benchmark reports give members access to combined member data.
- Members can find information for a host of capacity and call center data.
- Key benchmarks can be accessed on our PAC Engage Portal ; we also have data available via a reporting platform. Email admin@patientaccesscollaborative.net for your reporting platform code.

Blog

- The PAC blog is a great way to stay up-to-date with all things PAC, the blog features engaging content to elevate your knowledge, important organization updates, member spotlights, industry-related posts from your peers, and more!

Certified Training

- Members can register for various different certified training courses at a discounted price. These include a Master Class in Ambulatory Capacity Management and Access Medical Directors Training.

Cohorts

- We have more than 15 Micro-learning groups for PAC members focused on a topic, designed to facilitate knowledge transfer and share best practices. They meet 4-6 times a year.

Member Benefits

Membership Characteristics

- The membership characteristics report is compiled from interviews conducted with all our members.
- Data includes visits per year, EHR system, and many other categories.
- The report can be accessed on our PAC Engage Portal.

Member Directory

- The membership directory gives members access to search for members; contact information is provided in the directory.

Monthly Newsletter

- The monthly newsletter informs our members of all our events, resources, blogs, career opportunities, and other relevant information.

Online Listserv

- Through the listserv, members can post any question, topic, or challenge to discuss with other members; simply send an email to patientaccess@patientaccesscollaborative.net. The email will be distributed to all members. Alternatively, reply to a post.
- The listserv also has a robust search capability where you can search past posts and conversations.

Patient Access Member Interview Report

- Members are interviewed regularly and provide unparalleled amounts of relevant information that we compile into an ongoing report for our members.

Podcasts

- Once a month, patient access leaders from academic health systems and industry experts share their expertise on hot topics in access including best practices, process development, organizational dynamics, technological innovation, and patient experience.

Symposia Materials

- Our members have unlimited access to all handouts and presentations from each symposium. This includes: Agenda, Attendee List, Showcase Presentations, Main Symposium Presentation, and all Workshop presentations.

Webinars and Virtual Conferences

- Various webinars are held throughout the year.
- A half-day Virtual Call Center Conference is held in February of each year.
- A half-day Industry Partner Showcase is held in October of each year.

How-To's

Access my Member Compass:

Your Member Compass is where you can update your profile, see which events you're registered for, and pay your bills. Once logged in, click on your name on the top right corner of the homepage and this will take you to your Member Compass.

Access resources:

All of our resources (Webinar recordings, Benchmarks, Symposium files, etc.) can be found in our community portal, [PAC Engage](#). From the homepage click on Engage/Resources and then Go to PAC Engage. This will take you to the community portal where you can click on Resources on the left-side menu.

Add a colleague to your membership:

Your colleague can add themselves to the organizational membership. Go to our website - <https://www.patientaccesscollaborative.net/> - and click on the Join button at the top of the homepage. From there, follow the prompts to Create an Account. When setting up the profile, make sure you link yourself to your Health system in the drop down menu.

Join a Cohort:

Once logged in, go to your Member Compass (click on your name at the top right) and click on Profile. Then scroll down to the Cohort section and select any or all cohorts you'd like to join.

Post a question on the listserv:

Simply just email patientaccess@patientaccesscollaborative.net and it will be sent out to all member subscribed to the listserv.

Register for an event:

Go to our [Events](#) page and click on the "Register Now" button of the event you'd like to attend (you must be logged in to register).

Update your email preferences:

Go to your Engage portal (homepage > Resources > Browse the Engage Community) and click on My Account on the left side menu. Then click on Email Preferences. Here you can update your preferences for each of the groups you belong to. Make sure to hit save at the bottom!



Patient Access Collaborative

Atlanta, Georgia

404-272-2274

www.patientaccesscollaborative.net

admin@patientaccesscollaborative.net