



2026 SYMPOSIUM

MAY 11-14 | COLUMBUS, OH

 Patient
Access
Collaborative

welcome

to the

2026 Patient Access Collaborative Annual Symposium

Location: Hilton Columbus Downtown

[Hotel WiFi in Conference Area](#)

Addresses to Know

Hilton Columbus Downtown: 402 N High St, Columbus, OH 43215

The Little Grand Market - 710 Grandview Xing Wy Suite 112, Columbus, OH 43215

Monday, May 11, 2026

- 8:00am - 4:45pm **Optimizing Patient Access through Nurse Triage** – Hilton Columbus Downtown, Emerson Burkhart AB. Agenda under separate cover.
- 10:30am – 11:45am Tour of the James Cancer Hospital (Registration Required.) Meeting point: The James, 460 West 10th Avenue, Columbus.
- 10:30am – 11:45am Tour of Nationwide Children's (Registration Required.) Meeting point: Nationwide Children's Conference Center. 500 Butterfly Gardens Drive, Columbus.
- 12noon – 5:00pm Children's Hospital Access Symposium – Nationwide Children's Conference Center. 500 Butterfly Gardens Drive, Columbus. (Complimentary Parking.) Agenda under separate cover. Registration begins at 10am.

Tuesday, May 12, 2026

- 7:00am – 8:00am **Breakfast for Nurse Triage and Children's Hospital attendees** - Hilton Columbus Downtown, Bellows Prefunction All
- 8:30am – 12noon **Pre-Conference Session: Introduction to Ambulatory Capacity Management**
Separate Registration Required. Hilton Columbus Downtown, Robert King Room.
Chris Profeta, MPH, Senior Director, Research and Analytics, Patient Access Collaborative
- 8:30am – 12noon **Optimizing Patient Access through Nurse Triage** – Hilton Columbus Downtown, Bellows Ballroom EF. Agenda under separate cover.
- 8:30am – 12noon **Children's Hospital Access Symposium** – Hilton Columbus Downtown, Emerson Burkhart AB. Agenda under separate cover.
- 12:00pm – 4:00pm **Conference Registration:** Hilton Columbus Downtown, Bellows Prefunction All.
- 1:00pm - 4:15pm **Concurrent Sessions (Rooms open at 12:15pm for Networking)**
- Session I – Access Journey** - Hilton Columbus Downtown, Emerson Burkhart AB
Moderator: Brent Bizwell, Principal, Access Advisors
1:00pm to 1:10pm: Networking & Introductions
1:10pm to 2:40pm: Rachel (Liao) Fields, MHA, Senior Director, Access Innovations & Support Services and Alice Cooper, OGNP, RNC, Medical Director for Access Services, Duke Health
2:40pm to 3:00pm: Break
3:00pm to 4:00pm: Executing a System-Level Approach to Access: Kimberly Morel-Betances, MBA, CAACM, Executive Director, Access Center Services, NewYork Presbyterian, ColumbiaDoctors & Weill Cornell Physicians Organization
4:00pm to 4:15pm: Conclusion
- Session II – Digital Transformation in Access** - Hilton Columbus Downtown, Elijah Pierce AB
Moderator: Chris Profeta, MPH, Senior Director, Research and Analytics, Patient Access Collaborative
1:00pm – 1:05pm – Introductions
1:05pm - 2:40pm – Rapid Fire: Innovation in Access
 1:05-1:30pm - *Right Patient. Right Provider. Right Now: The Next Era of Intelligent Scheduling* – Jordan Moore, MBA, Division Chair, Enterprise Office of Access Management, Mayo Clinic
 1:30-1:55pm - *Integrating AI into Access One Bot at a Time* – Brooke Clingman, MHA, Senior Access Analyst, University of Miami Health System

1:55-2:20 - *Leveraging Bots & RPA - and Next Steps for AI in Access* – Nick Mah, Senior Director, Access & Innovation, UW Medicine

2:20-2:45 - *Agentic AI into the Exam Room: Wins for Access* – Grace Karon Fangman, Director, Strategic Access Operations, Texas Children's

2:45pm – 3:00pm - Break

3:00pm – 3:25pm – Partnering for Digital Scheduling Adoption - James Malley, MHA, Director of Access Improvement, and Shivani Mehta, MBA, Access Optimization, Henry Ford Health

3:25pm – 4:10pm: AI Idea Lab with Table Leaders with Speakers

4:10pm – 4:15pm: Conclusion

Session III – Medical Director Roundtable - Hilton Columbus Downtown, Edward Parker Hayden Room

Moderator: Dominic King, DO, FAOASM, FAMIA, Medical Director, Clinical Access, Enterprise Lead, Virtual Health, Cleveland Clinic

Session IV – Executive Forum (*invite only*) - Hilton Columbus Downtown, Gina Knee Room

Moderators: Kyle Sharp, MHA, Executive Director, Faculty Group Practice, and James Kern, MBA, Senior Director, Access & Capacity Management, OSU Wexner Medical Center

4:15pm - 5:00pm Break

5:00pm – 6:00pm **New Member & Mentor Mingle** - Hilton Columbus Downtown, Gina Knee Room

6:00pm - 7:30pm **Welcome Reception. Networking, Drinks & Appetizers** - Hilton Columbus Downtown, Kojo Kamau BC

Wednesday, May 13, 2026

7:00am – 4:00pm **Conference Registration** - Hilton Columbus Downtown, Bellows Prefunction All.

7:00am - 8:15am **Breakfast Buffet** - Hilton Columbus Downtown, Bellows Ballroom ABCD – *Please note that you may continue breakfast in the ballroom at your table as the main symposium session is starting.*

8:15am - 12:00pm **Main Symposium – IMPACT: Moving the Needle on Access** – Hilton Columbus Downtown, Bellows Ballroom ABCD

8:15am – 8:50am - Elizabeth Woodcock, Founder and Executive Director, Patient Access Collaborative - *Welcome, Opening – We Go Farther Together*

8:50am – 9:25am – Adrin Mammen, Vice President and Chief of Ambulatory Patient Access, Mount Sinai Health System

9:25am – 10:00am – Matt Long, Executive Director, Enterprise Patient Access, Medical University of South Carolina

10:00am - 10:15am – Awards (Leaders of the Year) – Rebecca Carey, PMP, MBA, AVP, Access, Seattle Children's, and Julie Miller, BSN, RN, PMP, Director of Ambulatory Systems, Penn State Health, Members, Patient Access Collaborative Membership & Recognition Committee

10:15am – 10:35am – Coffee Break

10:35am - 11:10am – Ashley Arey, MHA, VP, Care Access, UNC Health

11:10am - 11:45am – Carla Truell, VP, Access Operations, Cooper University Health Care

	11:45am – 11:50am – Elizabeth Woodcock - Close
12:00pm – 1:00pm	Buffet Lunch - Hilton Columbus Downtown, Kojo Kamau Junior Ballroom - Oncology Access proceeds to the James Cancer Hospital for lunch & session via bus
1:00pm - 4:00pm	Concurrent Workshops
1:00pm – 4:00pm	Access Center Management – Hilton Columbus Downtown, Emerson Burkhart AB Moderator: Clara Doan, Senior Director, Patient Access Center, UMass Memorial 1:00pm to 2:30pm – Roundtable “Tour” of the OSU Wexner Medical Center Participants will rotate through key functional areas, learning and sharing at each table 2:30pm to 2:45pm – Finish Tour & Coffee Break 2:45pm to 3:00pm - 2026 PAC Access Center Benchmarks - - Elizabeth Woodcock, Executive Director, Patient Access Collaborative 3:00pm to 3:25pm – Building a Strategic Access Model, Kevin Shields, MA, Director of Medical Services, Johns Hopkins Medicine 3:25 to 3:50pm – Communications Alignment, David Dekevich, MPH, MHA, Administrator, Office of Access Management, Ashley Natividad, MHA, and Operations Manager, Logan Ash, Access Coordinator, Mayo Clinic at Florida 3:50pm to 4:00pm - Conclusion - Clara Doan
12:00pm – 4:00pm	Lunch & Oncology Access Roundtable, The James Conference Room L035 (Lower Level), The James, 460 West 10th Avenue, Columbus - @20-minute bus ride to venue. Participants will be 'excused' from the main session on Wednesday. Bus will be waiting in front of the hotel to transfer to conference venue. Lunch served upon arrival. 1:00pm to 2:15pm – Access Transformation at The James. Moderator: Kristin Thatcher, MHI, BSN, RN, Senior Director of James Patient Access Services and Patient Experience, The James Cancer Hospital 2:15pm to 2:30pm - Break 2:30 to 3:55pm – Tackling Oncology Access 2:30 to 2:55pm - Derek Herring, Senior Director, Patient Access Administration, Moffitt Cancer Center 2:55 – 3:20pm - Jane Maiorano, MHA, Director, Ambulatory Capacity Management, Memorial Sloan Kettering 3:20 to 3:55pm - Back to Basics: Optimizing Access through Efficiency, Joshua H. Lahav, MBA, Vice President, Cancer Center Operations, and Amy Grace, MBA, AVP of Patient Referral Services, Fox Chase Cancer Center 4:00pm – Load bus, with return at approximately 5:00pm
12:15pm – 4:00pm	Lunch & Diversity, Equity, and Inclusion in Access – Hilton Columbus Downtown, Edna Boies Hopkins Room
1:00pm – 4:00pm	Capacity Management - Hilton Columbus Downtown, Elijah Pierce AB Moderator: Chris Profeta, MPH, Senior Director, Research and Instruction, Patient Access Collaborative 1:00pm to 1:10pm - Introductions- Chris Profeta 1:10pm to 1:50pm – Automated Waitlists Research & Case Study: Children's National Chris Profeta, MPH, Patient Access Collaborative Marc DiFazio, MD, MBA, Vice President of Access, Children's National

1:50pm to 2:15pm – From Insight to Impact: A Practical Framework for Capacity & Demand Modeling - Melanie Cassamas, MHA, Enterprise Director, Mass General Brigham and KC Marshall, Senior Business Performance Analyst, Mass General Brigham

2:15pm – 2:40pm – Day One: Provider Launchpad - Prasana Ruxmohan, MHA, CACM, Ambulatory Operations Transformation Strategist, UCI Health

2:40pm to 3:00pm - Break

3:05pm – 3:30pm – Impacting Non-Arrivals through Predictive Analytics, Jordan Berry, Director, Ambulatory Clinical Optimization, WVU Medicine

3:30 to 3:55 – Hybrid PCPs: A Creative, Sustainable Opportunity to Achieve Net-New Capacity - Catherine Platt, MPAS, PA-C, Associate Medical Director of Specialty Services and Patient Access, Internal Medicine, South Jordan Health Center, University of Utah Health

3:55 to 4:00pm - Conclusion - Chris Profeta

Evening Event

OSU Evening Event at Little Grand Market

6:00pm to 9:00pm – The Little Grand Market - 710 Grandview Crossing Way, Columbus, OH 43215. <https://thelittlegrandmarket.com/>. First bus departs the hotel at 5:45pm (Final bus departs at 6:45pm.)

Thursday, May 14, 2026

7:00am - 8:15am

Breakfast Buffet - Hilton Columbus Downtown, Bellows Ballroom ABCD

8:15am – 10:00am

The OSU Wexner Medical Center Showcase - Hilton Columbus Downtown, Bellows Ballroom ABCD

James Kern, MBA, Senior Director, Access & Capacity Management, OSU Wexner Medical Center

10:00am – 10:30am

Awards (Best Practices, Access Innovations, Community Impact) - Hilton Columbus Downtown, Bellows Ballroom ABCD

10:30am – 11:45am

Poster Walk & “Loud” Table Talks - Hilton Columbus Downtown, Bellows Prefunction All

11:45am – 1:00pm

Buffet Lunch – Hilton Columbus Downtown, Bellows Ballroom ABCD

1:00pm - 3:30pm

Concurrent Workshops

Session 1: Analytics: Benchmarks, Dashboards, ROI - Hilton Columbus Downtown, Bellows Ballroom F

Featuring Haley Bolton, MPH, VP, Access Performance Management, Emory Healthcare

Session 2: Templates, Tickets, Decision Trees, Automated Waitlists - Hilton Columbus Downtown, Emerson Burkhart

Featuring Amanda Barclay, MPM, PHR, SHRM-CP, RCC, Director, IT, Patient Access Service Line, University of Pittsburgh Medical Center and Jessica Higgins, MHA, Director, Ambulatory Access & Capacity Strategy, VCU Health

Session 3: Access: Strategy, Planning, Implementation - Hilton Columbus Downtown, Bellows E

Featuring Elsa Jacobson, MBA, Vice President, Access and Enterprise Patient Engagement Center, Froedtert & Medical College of Wisconsin, Elaina Bott, Executive Director, Access Transformation, and Austin Loomis, MHA, AVP, Ambulatory Access & Analytics, OU Health

Session 4: Capacity Management Directors *[invite only]* - Hilton Columbus Downtown, Edna Boies Hopkins

Featuring Bill Guptill, MBA, Manager, Capacity Management, Baylor Scott & White Health and Sunny Reynolds, Manager, Capacity Management, Nebraska Medicine

Session 5: Access Center Deep Dive - Hilton Columbus Downtown, Pierce AB

Featuring Tukesha Parks, MHA, Director of Patient Access, Emory Healthcare, and Rena Thompson, Director of Call Center Operations, Cleveland Clinic

4:00pm

Board Shuttle to Depart for John Glenn Columbus International Airport. (Advance reservation required; approximately 25-minute trip).