

## AGENDA

Monday, October 13		
8:30AM – 12:00PM	<b>Optional Pre-Conference Deep Dive: Ambulatory Capacity Management</b>	<p><b>Facilitators: Chris Profeta, MPH, Senior Director of Research at the Patient Access Collaborative and Kelsey Thomas, MHA, MBA, Director, Program Development at Emory Healthcare.</b></p> <p>Kick off the conference with a deep dive into one of the most critical — and complex — issues facing ambulatory care leaders today: capacity management. Led by national expert Chris Profeta, this optional pre-conference session will explore the principles, tools, and technologies behind successful ambulatory capacity management programs. Through case studies, interactive discussion, and practical frameworks, attendees will gain actionable insights to improve provider scheduling, optimize templates, and align resources with patient demand.</p>
10:00AM – 12:00PM	<b>Access Vendor Showcase</b>	Explore innovative solutions and connect with leading industry partners during our Vendor Showcase, featuring the latest tools, technologies, and services supporting ambulatory access.
12:00 – 1:00PM	<b>Optional Lunch with Industry Partners</b>	Join fellow attendees and our industry partners for a relaxed networking lunch. This informal gathering offers a chance to connect with solution providers and peers over a meal before the main conference kicks off.
1:00 – 2:00PM	<b>The Ambulatory Access Odyssey: Establishing the Blueprint for Success</b>	<p><b>Speaker: Elizabeth Woodcock, DrPH, MBA, Founder &amp; Executive Director at the Patient Access Collaborative.</b></p> <p>What does it really take to lead a successful ambulatory access initiative? In this energizing opening session, national thought leader Elizabeth Woodcock lays out the blueprint for transforming access in today's complex healthcare environment. Drawing on her experience with health systems across the country, she will outline a proven framework for access improvement — and challenge participants to rethink traditional models with fresh strategies and real-world examples.</p>
2:00 – 3:30PM	<b>EmoryNow: The Journey</b>	<p><b>Speakers: Sarah Kier, MBA, Senior Vice President, Enterprise Access and Haley Bolton, MPH, Vice President, Access Performance Management at Emory Healthcare.</b></p> <p>Dive into the access transformation journey of Emory Healthcare, one of the Southeast's leading academic medical centers. In this in-depth case study, access leaders Sarah Kier and Haley Bolton share how Emory built and evolved its "EmoryNow" initiative to enhance patient access and experience. Learn about the strategies, partnerships, and cultural shifts that made their journey possible — and the lessons they're carrying forward.</p>
3:30 – 4:00PM	<b>Break</b>	Take a moment to recharge with refreshments and informal networking.
4:00 – 5:00PM	<b>Panel of Access Leaders</b>	<p><b>Moderator: Elizabeth Woodcock, DrPH, MBA, Founder &amp; Executive Director at the Patient Access Collaborative</b></p> <p>This dynamic panel will bring together access leaders from across the country to discuss their strategies, successes, and ongoing challenges. Topics may include referral management, technology integration, provider engagement, and operational governance. Designed as an interactive session, attendees will have the opportunity to ask questions and share their own experiences.</p>
5:30 – 7:00 PM	<b>Networking &amp; Nibbles</b>	Cap off the first day with casual networking, drinks, and hors d'oeuvres. Whether you're reconnecting with old colleagues or meeting new collaborators, this social hour is a perfect way to continue the conversation and build lasting professional relationships.

Have questions? Email us at [admin@patientaccesscollaborative.net](mailto:admin@patientaccesscollaborative.net)

13 - 14 October, 2025

## ACCESS SUMMIT

Rollins School of Public Health, Emory University, Atlanta, Georgia

# AGENDA

Tuesday, October 14		
7:30 – 8:30AM	<b>Breakfast</b>	Fuel up for the day ahead with a full breakfast and informal conversation with fellow participants.
8:30AM – 12:00PM	<b>Concurrent Workshops – Select Two 90-minute Sessions</b>	Workshops run in two blocks: 8:30 –10:00 AM and 10:30 AM – 12:00 PM. Choose two of the following hands-on sessions:
	<b>Ambulatory Capacity Management</b>	<p><b>Facilitators: Chris Profeta, MPH, Senior Director of Research at the Patient Access Collaborative and Nick Woodbury, MHP, Assistant Director, Capacity Management in Patient Access at Emory Healthcare.</b></p> <p>This workshop builds on the pre-conference session and goes deeper into practical implementation. Attendees will explore advanced analytics, demand forecasting, and scheduling optimization techniques, with opportunities to apply concepts to their own environments. Perfect for those charged with operationalizing access initiatives in complex health systems.</p>
	<b>Digital Innovation in Access</b>	<p><b>Facilitators: Daniel Thomas, MS, Corporate Director, Digital Transformation and Michael Kraft, MD, Associate Chief Health Information Officer &amp; Medical Director at Emory Healthcare.</b></p> <p>This session explores the cutting edge of digital tools that are reshaping how patients access care. From self-scheduling and intelligent automation to virtual assistants and bi-directional communication, learn how leading organizations are leveraging technology to reduce friction and enhance the patient experience.</p>
	<b>Access Strategy &amp; Analytics</b>	<p><b>Facilitators: Brent Bizwell, MBA, Founder of Access Advisors and Josiah Thomasson, Sr Manager, Data Foundations &amp; Engineering at Emory Healthcare.</b></p> <p>Gain the strategic and analytical tools needed to build, monitor, and improve your organization's access infrastructure. This hands-on session will focus on dashboards, KPIs, and governance structures that align access operations with enterprise priorities. Real-life examples will illustrate how a structured approach to access can power sustainable improvement.</p>
12:00PM	<b>Summit Concludes</b>	Leave with new tools, strategies, and connections to lead the future of ambulatory access in your health system.

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