

12 - 13 November, 2026

ACCESS SUMMIT LONDON AGENDA

All sessions will take place at The Rubens at the Palace or Cleveland Clinic London Hospital, Buckingham Palace Road, London

Time	Session	Speaker(s)	Description
Thursday, November 12			
8:30-9:00	Networking Breakfast	—	Coffee & Light Bites
9:00–9:15	Welcome & Summit Overview	Patrick Kokoruda, MHA, CCSL, Vice President, Access Transformation, Cleveland Clinic Elizabeth Woodcock, DrPH, MBA, Executive Director, Patient Access Collaborative	Welcome and overview of the summit.
9:15 – 10:30	Access as a System Strategy	Elizabeth Woodcock	How leading organizations position patient access as an enterprise priority and create executive alignment around access strategy.
10:30 - 10:45	Break		
10:45 – 11:15	Executive Perspective	Beri Ridgeway, MD, President, Cleveland Clinic London	Leadership insights from Cleveland Clinic London.
11:15 – 12:15	Executive Discussion	Summit faculty and Cleveland Clinic London leadership	Moderated discussion on implementation and organizational change.
12:15 – 1:15	Networking Lunch		

1:15–3:00	Ambulatory Capacity Management	Chris Profeta, MPH, Senior Director, Research and Analytics, Patient Access Collaborative	A deep dive into capacity management principles, operational design, analytics, and strategies to improve patient access.
3:00-3:15	Break	—	
3:15–4:15	Executive Roundtable: Digital Insights in Access	Health system leaders and sponsoring industry partners	Discussion on AI, automation, and the future of patient access.
Evening (7:45 pm game)	England vs. Croatia Football Match (Optional)	Located at Wembley Stadium	Optional registration; transportation on your own.
Friday, November 13			
8:30-9:00	Networking Breakfast	—	Coffee & Light Bites
9:00–12:00	Rapid Process Improvement Workshop: Access	Patrick Kokoruda and Dominic King, DO, FAOASM, FAMIA, Medical Director, Clinical Access & Virtual Health, Cleveland Clinic	Interactive workshop showcasing Cleveland Clinic's approach to redesigning access through people, process, and technology advancements.
12:00–1:00	Lunch		
1:00 – 2:00	Access Metrics That Matter	Elizabeth Woodcock and Chris Profeta	Understanding which metrics matter most, how to benchmark performance, and how leaders use data to drive operational improvement.

2:00 – 2:30	Global Perspectives on Patient Access	Molly Siegel, MPH, Director of Strategy, Patient Access Collaborative	An examination of global approaches to patient access and lessons that can be adapted across organizations.
2:30 – 4:00	Cleveland Clinic London Tour	Cleveland Clinic London	Guided tour of the hospital's outpatient clinics.
4:00 – 4:15	Closing	Patrick Kokoruda	Key takeaways, audience reflections, and next steps.

Have questions? Email us at admin@patientaccesscollaborative.net

