



## 2026 Virtual Access Center Conference Agenda

**Thursday, February 5, 2026**

[Times listed in Eastern Standard Time]

1:00 to 1:05 pm – Introduction - *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Founder & Executive Director, Patient Access Collaborative.*

1:05 to 1:25 pm – Integrating an Employee Incentive Program into Automated Quality Management in the Access Center - *William Stewart, M.Ed., Senior Manager of Quality, Workforce Planning and Development, and Cole Lyons, MBA, Quality Analyst, Penn Medicine.*

1:25 to 1:45 pm – Optimizing Recruiting Operations Within the Access Center- *Debbi Bueno Martinez, Quality Assurance and Training Specialist, Michael Lam, Quality Assurance and Training Specialist, Cody Lee, Scheduling Supervisor, Meagan Oshiro, Quality Assurance and Training Specialist, Keck Medicine of USC.*

1:45 to 2:05 pm –Trends in Access Center Benchmarks - *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Founder & Executive Director, Patient Access Collaborative.*

2:05 to 2:25 pm – Hiring for the Access Center all over the Nation – *Lisa Griffin, Chief Consumer Officer, University Hospitals.*

2:25 to 2:45 pm – Engaging a Remote Access Team - *Deb Sather, MBA, Director of Contact Center Operations, Enterprise Contact Center, Baylor Scott & White Health.*

2:45 to 3:00 pm – Break

3:00 to 3:20 pm – Deploying Artificial Intelligence in the Access Center - *Denise Davis, MBA, Program Director of Operations & Digital Solutions, Johns Hopkins Medicine.*

3:20 to 3:40 pm – Streamlining Symptom-Based Call Handling - *Scott Teplin, MSN, RN, AMB-BC, CEN, Clinical Services Manager, UCLA Patient Access Organization and Krista Thompson, RN, Director of Sales and Clinical Education, ClearTriage.*

3:40 to 4:00 pm – Conclusion - *Elizabeth Woodcock, DrPH, MBA, FACMPE, CPC, Patient Access Collaborative .*