

Children's Hospitals

2025 Agenda

Texas Children's Hospital

Monday, May 12, 2025	Topic	Presenter
10:00-1:00pm	Registration – Marriott Texas Medical Center. After registration, walk to TCH's Jan and Dan Duncan Neurological Research Institute	--
1:30-1:45pm	Welcome: The Patient Journey	Conference Committee – Grace Karon Fangman (Texas Children's Hospital); Kevin Pawl (Boston Children's); Marc DiFazio, MD (Children's National); and Rebecca Carey (Stanford Children's) + Elizabeth Woodcock (Patient Access Collaborative)
1:45-2:00pm	2025 Children's Hospital Benchmarking Survey Insights	Chris Profeta (Patient Access Collaborative)
2:00 to 3:45pm	Referral Management How do we define the patient population we want to see? Are our doors wide open or do we want to focus on the most acute patients? What is our front door? How do we collaborate with our referring physicians? <ul style="list-style-type: none"> - Centralized Nurse Triage - Leverage Referral Technology - Decreasing Authorization Denials - Direct Scheduling for Primary Care Providers 	Micro presentations from leaders
3:45 to 5:00pm	Templates & Capacity Management How do we quantify how many new patients we can see in a year? <ul style="list-style-type: none"> - Overhauled Template Building Procedures - One-Year Rolling Templates - Template Management and Security - Managing Common Template Problems 	Micro presentations from leaders
6:30-8:30pm	Dinner – Conversations & Connections	Marriott Texas Medical Center

Tuesday, May 13, 2025	Topic	Presenter
7:30-8:30am	Networking Breakfast - Jan and Dan Duncan Neurological Research Institute	---
8:30-9:30am	What does co-management look like? What does Access look like moving forward? How do we shape demand?	Panel Discussion
9:30-10:30am	Referral/Intake -- incoming referral triage / management + prior authorization / insurance verification processes	Micro presentations from leaders
10:30-10:45am	Break	
10:45-11:30am	Scheduling - meeting demand without overburdening providers + lead time for in-person versus telemedicine + call center performance + template management to match demand + strategically leveraging APPs	Micro presentations from leaders
11:30am-12:30pm	Lunch with Table Topics: centralized contact center & referral triage + online scheduling & decision tree optimization + templates + general discussion	Micro presentations from leaders
12:30-1:30pm	Access Family Feud	Conference attendees
1:30-2:30pm	Encounter - attendance & template utilization + late-cancellations + care team + care coordination across specialties	Micro presentations from leaders
2:30-2:45pm	Break	
2:45-3:30pm	Beyond the Appointment – missed care communication strategies + collections + team morale/retention	Micro presentations from leaders
3:30-4:30pm	Reflecting Back, Charging Forward	Panelists
4:30-4:45pm	Closing-Thank You and Farewell	Grace Karon Fangman
5:00-6:00	New Member Mingle & Match	Marriott Texas Medical Center Ballroom Foyer
6:00-7:30	Member Reception	Marriott Texas Medical Center Ballroom

Wednesday,
May 14, 2025
Evening

You are invited to stay for the Houston Astros Game! 7:10 pm – Join in the fun! (Bus & tickets included)

Register: [Children's Hospital Symposium Meeting 2025 - Patient Access Collaborative](#)

Questions? admin@patientaccesscollaborative.net