

# Nurse Triage in Access

## 2025 Agenda

### Houston Methodist

11.5  
Continuing  
Education  
Hours\*

Wednesday, May 14, 2025 Evening	<b>Houston Astros Game! 7:10 pm – Join in the fun! (Bus &amp; tickets included)</b>	--
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Thursday, May 15, 2025	Topic	Presenter
7:00-8:00	Networking Breakfast	--
8:00-9:30	“Spill The Nurse Triage Tea”-a unique opportunity to ask nurse triage leaders hard questions in fun café environment	Facilitator-Megan Lyle (Operational Program Mgr UNC Health Access Center Nurse Connect) & Laurie O’Bryan (Director UNC Health)
9:30-10:00	2025 Centralized Nurse Triage Benchmarking Survey Insights  The Patient Access Center Nurse Triage cohort completed the second annual nurse triage benchmarking survey earlier this year. In this session, you will be the first to hear the results! Compare and contrast your access center nurse triage program compares to other large academic medical centers with centralized nurse triage programs.  A nurse triage benchmarking infographic will be shared with attendees.	Greg Addicott (Director, NY Pres and Columbia)
10:00-10:15	Break	
10:15-11:00	Measuring Competency and Onboarding Readiness	Warren Bobb (Educator, NY Pres and Columbia)
11:00-12:00	Abstracts (3) - Digital Innovation in Nurse Triage - share how digital tools were used to improve productivity, patient experience and/or reporting	TBD

12:00-1:00	Networking Lunch	
1:00-2:30	<p>Building A World Class Centralized Nurse Triage Program (QI, risk mitigation, productivity and ROI considerations)</p> <p>Are you challenged with how to effectively measure nurse triage quality? Do you wonder if you are adequately mitigating risk? Is productivity difficult to measure? If you find yourself asking these questions, this presentation is key for you! This will be an interactive session to learn from your fellow nurse triage leaders how to optimize operations with both a quality and efficiency lens.</p>	<p>Panel of 5-6 experts</p> <p>Facilitator-Megan Lyle (Operational Program Mgr UNC Health) &amp; Laurie O'Bryan (Director UNC Health)</p> <p>Expert Panel: Jennifer Boyd (U of Iowa), Sheryl Bartlet (UT Southwestern), Brittany Szabo (Emory), Joan Slagle (Stanford), Ashley Powell (UNC)</p>
2:30-2:45	Break	
2:45-3:45	<p>Unlocking the Potential of the Medical Director</p> <p>In this presentation, we discuss how a Medical Director can play a key supportive role in nurse triage operations and strategy.</p>	Janice Finder, MD Anderson
3:45-4:45	<p>Nurse Triage Hiring Best Practices</p> <p>In this presentation, we discuss ways to find top nurse triage talent. We share innovative ways to search, recruit and retain top nursing talent.</p>	Ashley Powell (UNC Health Nurse Connect Interim Director)
6:00-8:00	Dinner – Conversations & Connections	Marriott Texas Medical Center

Friday, May 16, 2025	Topic	Presenter
7:00-8:00	Networking Breakfast	---
8:00-9:00	Measuring Patient Outcomes-Using data to demonstrate the value of nursing in the access center through outcomes measurement	Joan Slagle, Quality Specialist, Stanford
9:00-10:00	Demonstrating Value through Centralized Nurse Triage Teams (Inbasket and Prescription Refills)	Brittany Szabo, Emory Healthcare
10:00-10:15	Break	

10:15-11:00	Nurse Triage Billing Considerations-a discussion to identify areas where Nurse Triage Can Be Tied to Patient Revenue	Elizabeth Woodcock, Patient Access Collaborative
11:00-11:30	Closing-Thank You and Farewell	Greg Addicott (Director, NY Pres and Columbia)

[Register here for the Nurse Triage Symposium](#)

[Register here for the Patient Access Collaborative Symposium with the complete or partial Nurse Triage Symposium add-on option](#)

*\*The Patient Access Collaborative is certified by the International Accreditation for Continuing Education & Training. All participants will be issued a personal certificate of attendance with CEUs. The certificate may be used by the attendee to submit to their respective nursing board(s) for consideration.*

Questions? [admin@patientaccesscollaborative.net](mailto:admin@patientaccesscollaborative.net)