



ANNUAL SYMPOSIUM

MAY 7-9, 2019
LEXINGTON, KENTUCKY



welcome

to the

2019 Patient Access Collaborative Annual Symposium

May 7 – 9, 2019

Lexington, Kentucky

Host: University of Kentucky HealthCare

Wireless Network @ UK Gatton Student Center: uk-guest | Password: none

We also use  for visitors from participating higher education institutions.

Tuesday, May 7, 2019 | Pre-Conference

2:00 to 2:30pm – Pre-Conference Registration, Bluegrass Room, Second Floor, Hilton Lexington

If you arrive after 2:30 p.m., please proceed to the main Registration Desk at the top of the escalators on the Second Floor of the Hilton.

2:30 to 5:00pm – Introduction-to-Access Pre-Conference

This engaging program will cover the journey of Dartmouth-Hitchcock's access transformation. Attendees will learn how the leadership team embarked on this journey and will share lessons learned along the way. This interactive knowledge share will include how Dartmouth-Hitchcock utilized the four foundational access building blocks developed by Access Advisors™ to focus the transformation on key success factors. Access Advisors will also cover the key concepts and terms all new patient access leaders should understand to begin their own access transformation journey. At the conclusion of this session, attendees will walk away with how to assess your own organization and identify the critical success factors that must be in place to improve patient access, increase revenue, and make providers happy!

Speakers: Mary Bolg, Vice President of Medical Specialties and Diagnostics; Tim Bliss, Director of Call Center and Patient Access; Brent Bizwell, Principal, Access Advisors

4:00 to 6:00pm - Registration Desk open, Second Floor of Hilton at Top of Escalator



Handouts/Presentations
available at
**patientaccess
collaborative.net/
symposia**

Wednesday, May 8, 2019 | Workshops

7:00 to 7:45am – Additional Registration in Hilton Lexington Lobby

7:15 to 7:45am – Assemble in the Lobby of the Hilton; please find your sign!

7:30am – Departure from Hotel: **Capacity Management**

8:00am – Departure from Hotel:

Call Center Management **Predictive Analytics**

Executive Roundtable **Ambulatory Operations**

8:00am to 12:00pm – Workshops (includes Continental Breakfast at each location upon arrival)

- **Capacity Management**: UK Gatton Student Center, 160 Avenue of Champions – Room 330E; Breakfast location: 2nd floor Atrium of the Student Center

Moderator: Lisa Shenouda, Director, Access Programs, Rush University Medical Center

- 8:15 to 9:00am – “Capacity Management – Closing the Gap” Andy Hare, Associate Vice President, Access Services; and Susan Robertson, Associate Director, Access Services, UAB Medicine
- 9:00 to 9:45am – “Specialty-based Template Design” Terri Lee, Director of Capacity Management; Rebecca Grub, Senior Project Manager; and Vito Gentile, Senior Project Coordinator, Baylor College of Medicine
- 9:45 to 10:00am – Break
- 10:00 to 10:50am – “Engaging Physicians in Template Redesign” George Fuchs, MD, Vice-Chair, Clinical Affairs, Pediatrics, UKHealthCare; and Matt Horn, Ambulatory Director, Pediatrics, UKHealthCare
- 10:50 to 11:40am – Roundtable Discussion

- **Call Center Management**: Bus to Patient Access Center, 2317 Alumni Park Plaza; Breakfast location: Patient Access Center

Moderator: Melissa Vasiliades, Administrator of Ambulatory Access, UW Medicine Contact Center

- 8:15 to 9:15am – Access Center Tour, Led by Lori Bruelheide, Leigh Hunt & Kevin McAuley [Tour participants will be divided into two groups - 1 and 2]
- 9:15 to 9:30am – Bus to Gatton Student Center, 160 Avenue of Champions – Senate Chamber
- 9:30 to 10:00am – “Redesigning Quality Assurance” Carol Grochowski, Director, Patient Access, Emory Healthcare; and Kelsey Ankrom, Manager, Patient Access, Emory Healthcare
- 10:00 to 10:15am – Break
- 10:15 to 10:45am – “Physician Engagement in Scheduling Protocols” Lori Bruelheide, Director of Enterprise Patient Access, UKHealthCare; Leigh Hunt, Assistant Director of Enterprise Patient Access, UKHealthCare,
- 10:45 to 11:45am – “Employee Engagement” Gina Minas, Director, Access, Northwestern Medicine; and “Work-from-Home” Melissa Vasiliades, Administrator of Ambulatory Access, UW Medicine Contact Center

- **Predictive Analytics:** UK Gatton Student Center, 160 Avenue of Champions – Room 330A; Breakfast location: 2nd Floor Atrium of the Student Center

Moderator: Brent Bizwell, Access Advisors

- 8:30 to 9:30am – “UT Southwestern: No-show predictive model and possible interventions” Dr. Seth Toomay, Chief Medical Officer; and Calvin Mitchell, Director, Ambulatory Services
- 9:30 to 10:30am – “Strategic Overbooking Initiatives” Angela Dalton-Tibbetts, Ambulatory Director for Surgery, UKHealthCare; and Ben Nicholls, Director, Business Intelligence, UKHealthCare
- 10:30 to 11:00am – Break
- 11:00 to 11:45am – Spotlight and Group Discussion

Participants must bring one example from their organization that has benefited the health system the most and be able to communicate why.

- **Executive Roundtable:** UK Gatton Student Center, 160 Avenue of Champions Room 330B. [This session is reserved for senior executives.] Breakfast location: 2nd Floor Atrium of the Student Center

Moderators: John Phillips, Chief Operating Officer, Ambulatory Practice, UKHealthCare; and Elizabeth Woodcock, Executive Director, Patient Access Collaborative

- 8:15 to 9:30am – “Role of Physician Leader in Patient Access” - Panel led by Physician Leaders Dr. Inga Lennes, MGPO; Dr. Sonja Kinney, Nebraska Medicine; Dr. Anita Ying, MD Anderson; Dr. Jay Grider, UKHealthCare; Dr. Shivani Scharf, Loma Linda; Dr. Jennifer Perkins, Duke
- 9:30 to 10:00am – “The Intersection of Inpatient and Outpatient Access” Keri Semrau, Director, UI Patient Access Center and UI Admission Transfer Center, University of Iowa Health Care
- 10:00 to 10:30am – Networking/Break
- 10:30 to 11:30am – “CRM: Boom or Bust?” Vivian Zhao, Director, Operations and Process Improvement, Johns Hopkins Medicine

- **Ambulatory Operations:** Bus to Turfland Clinics, 2195 Harrodsburg Road; Breakfast location: Turfland Clinic

Moderator: Shelby Smith, Director, IUH Patient Access Center, System Patient Access, IU Health

- 8:30 to 9:30am – Turfland Clinics Tour, Kristen Goble Brown and John Sampson
- 9:30 to 9:45am – Bus to Gatton Student Center, 160 Avenue of Champions – Room 331
- 9:45 to 10:30am – “Integrating UK Orthopaedics, Sports Med, Interventional Pain, and PM&R” Dean Hanlon, Ambulatory Director for Orthopaedics, UKHealthCare
- 10:30 to 11:30am – “Ambulatory Staffing Development Program” Lisa Bellamy, Senior Director, Operations, Ambulatory Administration, UCHHealth; and Sarah Lovitt, Manager, Clinic Operations, UCHHealth

12:00 to 1:00pm – Lunch in Gatton Student Center - Ballroom A

*(Note: workshop conclusions vary as they are staged for lunch; please make your way to the showcase at 1:00pm) **No smoking is allowed on the grounds in or around the Student Center.***

Wednesday, May 8, 2019 | Access Showcase & Dinner

1:00 to 4:15pm – Access Showcase, Worsham Theatre, Gatton Student Center, UK HealthCare Enterprise Patient Access

- **1:00 to 1:20pm – Welcome and Introductions**
 - Mark Newman, MD, Executive Vice President for Health Affairs, UKHealthCare
- **1:20 to 1:50pm – A Vision for Growth of the Ambulatory Practice**
 - John Phillips, Chief Operating Officer, Ambulatory Practice, UKHealthCare; and Jay Grider, DO, PhD, Chief Medical Officer, Ambulatory Practice, UKHealthCare
- **1:50 to 2:10pm – @ our BEST – Adding Access**
 - Pam Roberson, Director of Special Projects & Kelsey Rahenkamp, Sr Analyst, UKHealthCare
- **2:10 to 2:30pm – Break**
- **2:30 to 2:50pm – Engaging Physicians in Process Improvement Initiatives**
 - Roberto Cardarelli, MD, Chair, Dept of Family & Community Medicine, UKHealthCare
- **2:50 to 3:10pm – Team Blue - Expanding Primary Care for the Employee Population**
 - Kristen Goble Brown, Ambulatory Director, UKHealthCare; Rebecca Tarr, Practice Manager, Family & Community Medicine, UKHealthCare; and Heidi Frazer, MD, Team Blue, UKHealthCare
- **3:10 to 3:40pm – Improving Access with Patient-Centered Care for Special Populations**
 - Linda Berry, RN, MSN, Clinical Nurse Senior, UKHealthCare; and Elizabeth Snider, Practice Manager Senior, UKHealthCare
- **3:40 to 4:00pm – Coordination of Ambulatory Appointments Following a Hospital Stay**
 - Phil Bernard, MD, Medical Director IT Services; and Jen Dorsey, Informaticist, UKHealthCare
- **4:00 to 4:15pm – Closing**
 - Elizabeth Woodcock

4:15pm – Board buses to return to Hilton Lexington, down-time

6:00 to 9:00pm – Dinner/Networking Social Event, sponsored by the University of Kentucky at Limestone Hall in the Historic Courthouse – 215 West Main Street, 3rd Floor, Lexington, KY

Thursday, May 9, 2019 | Main Symposium

Wireless Network @ Hotel: attwifi | Password: may2019

7:00 to 3:00pm – Support Desk Open: Entrance to Grand Kentucky Salon A&B, 2nd Floor

Luggage storage available in Arabian Conference Room (see Support Desk for assistance).
Hotel check-out is 12pm

7:00 to 8:00am – Breakfast Buffet outside of Grand Kentucky Salon A&B

Seating in the Conference Room A&B

8:00am to 4:00pm – Main Symposium

Assemble in Grand Kentucky Salon A&B

8:00 to 8:45am – Introduction and Benchmarking Survey Results

Elizabeth Woodcock, Patient Access Collaborative

8:45 to 9:15am – The Intersection of Population Health and Access: Elevating the Role of Access

Lisa Whitty, Director of Access Services, Henry Ford Health System

9:15 to 9:30am – Rapid-Fire Session: Scaling eConsults across the Enterprise

Brooke Bellamy, Senior Director, Access, Ohio State University Medical Center

9:30 to 10:15am – ACCESS: How to Effectively Manage Constant Change

Aramis Cherrington, Executive Director, Access Center, Loma Linda University Health

10:15 to 10:45am – Break

10:45 to 11:30am – Where Have All My Faculty Gone? The Lessons of Access Transparency

Keith Gran, CPA, MBA, Chief Patient Experience Officer; Hitan Kamdar, MS, MBA, Administrative Director, Patient Access & Insights; and Joanna Blackmer, MS, Assistant Director, Access, Michigan Medicine

11:30am to 12:15pm – Managing Demand through Provider Engagement and Access Innovations

Kevin Cooper, Director, Operations; Jennifer Perkins, MD, Medical Director; and Jane Pike, Director, Support Services, Duke Health Access Services

*****Reminder: Kindly place your items at the center of the table as, after lunch, we'll return for a Learning Lab.*****

12:15 to 1:15pm – Lunch served in Magnolia Room

Join a TOPIC table for your first Learning Lab. (Signs will be posted at Tables.) Return to Grand Kentucky Salon A&B for your Second Learning Lab from 1:15 to 1:55pm. Return to your seat at 2:00pm

2:00 to 2:15pm – Presentation of 2019 Patient Access Symposium Awards of Excellence and Best Practices

2:15 to 3:00pm – Access Framework: The Foundation of Performance Improvement in the Ambulatory Enterprise

Melanie Cassamas, MHA, Senior Director, Center for Ambulatory Services; Lara Henshaw Archer, Director Ambulatory Management; and Inga Lennes, MD, MPH, MBA, SVP, Practice Improvement and Service Excellence, Massachusetts General Physicians Organization

3:00 to 3:15pm – Rapid-Fire Session: Artificial Intelligence Update

Seth Ciabotti, MHA, Vice President, Ambulatory Care Operations, Mount Sinai Faculty Doctors Practice

3:15 to 4:00pm – Rapid Access Transformation

Ramzey Ibrahim, MEng, Manager, Business Process Transformation, Texas Children's Hospital

4:00 to 4:15pm – Wrap Up; Airport Departure

Assemble in Hotel Lobby for 4:30 p.m. shuttle departure to airport

Thank You to Our Host

