Goal (what the network is trying to accomplish)	Improve patient access to the ambulatory setting through knowledge sharing amongst like health systems
Value (the network's rules of engagement)	Community, psychological safety, honesty, transparency, learning and shamelessly sharing, continuous improvement
Structure (the network organization and relations)	Organization was established in 2011 as an annual conference, which evolved into a large network of health systems dedicated to sharing knowledge about patient access. Membership is limited to large, multispecialty academic health systems with a school of medicine or freestanding children's hospitals, with the intention of bringing together leaders who are faced with similar challenges. The community is hosted on a membership platform with an active listserv; educational programming occurs webinars, virtual conferences, and in-person annual symposia. The organization is funded by annual, organizational-level membership dues.
Actor (who/what is participating in network activity)	Executive director and support team based centrally, guided by Board of Advisors. Four committees with 5 to 7 representatives from health systems: Membership and Recognition, Benchmarking-Contact Center, Benchmarking-Scheduling and Digital, and Best Practices. Ninety health systems have been invited as members of the Patient Access Collaborative. Each participating health system has between 3-50 leaders and associates actively engaged in patient access.
Environment (context that the network and sites are embedded in)	The health systems that are members represent 36 states, although all 50 states are served based upon service area. The health systems are geographically situated in urban, suburban, and rural markets. All have academic, research, and clinical missions. Approximately one out of every five ambulatory encounters in the United States occurs through one of the health systems' doors. The health systems include small ambulatory settings (less than 500,000 annual encounters), medium (500,000 to 2,000,000 encounters) and large (over 2,000,000 encounters).
Product (tangible outputs of the network)	Information sharing tools and resources; benchmarks and industry normative data; listserv for knowledge sharing; educational offerings; training; change packages; rapid learning; and promotion of culture of innovation, passion, and curiosity.

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