

Healthcare Business Insights™ 2022 member retreat

Picking up the pieces to form a more holistic patient journey

September 13-14, 2022 – Hyatt Regency Boston

Day one: Unifying disparate patient touchpoints

Morning sessions

7:30 – 8:30 AM

Breakfast

8:30 – 9:00 AM

Welcome and introductions

9:00 – 9:30 AM

Preliminary session:

Promoting an organization-wide patient experience

Rhonda Ridenour

Revenue Cycle Director
Avita Health System

Angela Murphy

Revenue Cycle Coordinator
Avita Health System

9:30 – 10:20 AM

General session:

Treating referral as the first impression

Angie Pettigrew

Director, Provider Connect
Texas Children's Hospital

Hilary Trial

Assistant Director, Provider Connect
Texas Children's Hospital

10:20 – 10:35 AM

Break

10:35 – 11:25 AM

Provider and partner lab:

Pre-service as financial clearance and advocacy

Sarah Ginnetti

Associate Vice President, Revenue Cycle
UConn Health

Addy Rodriguez

Director of Patient Access
Torrance Memorial Medical Center

Justin Roepe

Solution Strategist, Commercialization
Waystar

11:25 AM – 12:30 PM

Lunch and networking

Afternoon sessions

12:30 – 1:20 PM

Provider innovation lab:

Aligning the physician revenue cycle (including coding, documentation, and charge capture)

Panel and audience discussion

Charleeda Redman

Vice President, Strategy Integration
Children's Hospital of Philadelphia

Janet Newbrough

Corporate Director, Coding and Clinical Documentation Services
Health First

Dr. Padmanabhan Premkumar

Vice President, Revenue Cycle Operations
Hartford Healthcare

1:20 – 1:35 PM

Break

1:35 – 2:25 PM

Provider innovation lab:

Taking a holistic approach toward denial mitigation

Panel and audience discussion

Katie O'Connell

Vice President, Revenue Cycle
Kaleida Health

Rhonda Kamenick

Director, Revenue Recovery
Advocate Aurora Health

2:25 – 3:15 PM

General session:

The digitalization of patient billing and feedback

Christy Pehanich

Associate Vice President,
Revenue Cycle Management
Geisinger

3:15 – 3:30 PM

Break

3:30 – 4:00 PM

Interactive session:

Complying with surprise billing laws while further fortifying out-of-network and estimation strategies

Activity and strategy share workshop

4:00 – 5:30 PM

Networking Reception

Day two: Right fitting for internal and external satisfaction

Morning sessions

7:30 – 8:30 AM

Breakfast

8:30 – 8:45 AM

Introductions

8:45 – 9:35 AM

General session:

Hiring and retaining staff in a highly competitive market

Sheila Augustine

Director of Access Operations and Interpretive Services
Nebraska Medicine

9:35 – 10:25 AM

General Session:

Overcoming remote engagement fatigue – The need to reestablish staff accountability and development for better outcomes

Christine Aucreman

Vice President, Enterprise Performance Management and Support Services
Trinity Health

Peter Joseph

Revenue Excellence Strategic Advisor
Trinity Health

10:25 – 10:40 AM

Break

10:40 – 11:30 AM

Provider and partner innovation lab:

Automation, AI, and analytics as means for strategic resource allocation

Panel and audience discussion

Kelly Beaudry

Patient Pre-Service Manager,
Revenue Cycle Operations
Advocate Aurora Health

Sharlene Seidman

Vice President, Patient Financial Services
Yale New Haven Health

Todd J. Osowski

Senior Director, Strategic Initiatives and Support Services for Revenue Cycle
Hartford Healthcare

11:30 – 12:30 PM

Lunch and networking

Afternoon sessions

12:30 – 1:20 PM

General session:

The evolution of artificial intelligence in healthcare and the future of work

Nio Queiro

Senior Vice President of Revenue Cycle
Tufts Medicine

Bradley Gallaher

Senior Vice President, Healthcare Provider Market
Olive

1:20 – 2:10 PM

General session:

Furthering digital literacy (for both staff and patients)

Saif Khairat

Associate Professor
University of North Carolina at Chapel Hill

2:10 – 2:15 PM

Break

2:15 – 3:00 PM

Provider and partner innovation lab:

Working with payers and partners to drive efficiency

Panel and audience discussion

Gary M. May

Vice President, Managed Care and Payer Relations
Stanford Health Care

Tina Williams

Principal
Clarivate Healthcare Business Insights

3:00 – 3:30 PM

General session:

Developing the next generation of leaders for your organization

Tina Williams

Principal
Clarivate Healthcare Business Insights

3:30 PM

Closing

Sponsors



Email any questions via the contact details below:

askhbi@clarivate.com

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