

Healthcare Business Insights™ 2022 member retreat

Picking up the pieces to form a more holistic patient journey

October 18-19, 2022 – Hilton San Diego, Harbor Island

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

9:30 – 10:20 AM

General session:

Treating referral as the first impression

Angie Pettigrew

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

Suzanne Droste

Senior Director, Patient Access
& Patient Financial Experience
UW Health

Justin Roope

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

Chris Lah

Senior Director, RCM and Hospital Services
Mayfield Clinic

Denise Huffman

Director of Middle Revenue Cycle
Hennepin Healthcare

Philip E. Roudabush

Assistant Vice President,
Revenue Cycle Management
University of Iowa Hospitals and Clinics

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

Linda Franklin

System Denials Leader
Baptist Health

Katie O'Connell

Vice President, Revenue Cycle
Kaleida Health

2:25 – 3:15 PM

General session:

Gamification – A vital tool for career progression

Sheldon A. Pink

Vice President of Revenue Cycle
Luminis Health

Michael Pimentel

Director of Patient Financial Services
Luminis Health

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

Stacie Adcock

Manager of Revenue Cycle Administrative Services
Nebraska Medicine

9:35 – 10:25 AM

General Session:

Furthering digital literacy (for both staff and patients)

Saif Khairat

Associate Professor
University of North Carolina at Chapel Hill

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

Matt Cutler

System Director, Revenue Cycle
Automation & Operational Excellence
Sharp HealthCare

11:30 – 12:30 PM

Lunch and networking

Afternoon sessions

12:30 – 1:20 PM

General session:

Revenue cycle outsourcing done right

Shana Tate

SVP, Revenue Cycle
Ensemble Health Partners

1:20 – 2:10 PM

General session:

Advancing patient billing — Progressing consumer-driven balance resolution

Julia Egebrecht

Director, Revenue Cycle
Beloit Health System

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

Amber Hermosillo

Revenue Cycle Education & Quality Director
Banner Health

Dawn Patton

Director of Patient Financial Services
Hennepin Healthcare

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