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About the Conference

Business Research Intelligence Network's Healthcare Transportation Management Summit addresses the critical operational challenges facing healthcare transportation today. Organizations managing patient transport departments, transfer centers, ground and air medical transport, non-emergency medical transportation (NEMT) and medical supply logistics face pressure to improve response times, reduce costs, support patient throughput and expand access while maintaining the highest standards of patient safety and care quality. This conference brings together Patient Transport Directors and Managers, Air Medical Program Directors and Chief Flight Nurses, Mobile Medicine and Medical Transport Executives, Patient Logistics and Support Services Leaders, EMS Directors, Transfer Center Leaders, Transportation Coordinators, Supply Chain Leaders and Operations Directors to share proven strategies for optimizing transportation performance inside and beyond the hospital.

Attendees will discover how leading organizations are addressing paramedic, flight crew and transporter workforce shortages, managing vehicle and aircraft fleets, optimizing dispatch technology, reducing transport-related throughput delays, navigating Medicaid NEMT requirements, coordinating air medical services and building partnerships with ride-sharing platforms to improve patient access. Speakers will share practical approaches to improving response times, managing costs, ensuring regulatory compliance and measuring impact on patient outcomes and community health.

This program is designed for healthcare leaders responsible for ensuring transportation operations seamlessly support patient access while driving operational efficiency and cost optimization. Join us to learn how innovative transportation strategies are improving health outcomes, reducing geographic barriers and positioning organizations for sustainable success in an increasingly complex healthcare environment.

Agenda

Day One – Thursday, January 28, 2027

7:15am – 8:00am

Conference Registration & Networking Breakfast

8:00am – 8:10am

Chairperson's Opening Remarks
Roundtrip

8:10am – 8:50am

Ground Ambulance Operations: Staffing, Fleet Management and Response Time Optimization

Organizations operating ground ambulance fleets serve as community lifelines yet face persistent challenges with paramedic shortages, vehicle maintenance costs and meeting response time benchmarks. This session explores strategies for optimizing ground ambulance operations including staffing models that address paramedic and EMT shortages, best practices for vehicle maintenance and replacement cycles, measuring and improving response times, and patient outcomes. Learn from operators managing large fleets about balancing cost control with service quality while maintaining regulatory compliance and community trust.

Chad Liedl, MSN, RN, NREMP

Senior Director, Ambulance Service

Mayo Clinic

Matt Will

Director, Ambulance Service

Mayo Clinic

8:50am – 9:30am

Data Analytics and Performance Measurement: Using Data to Drive Transportation Improvement

Data analytics is transforming healthcare transportation from reactive service delivery to predictive, optimized operations. Organizations are leveraging data to improve response times, reduce costs and enhance patient outcomes. This session explores practical applications of data analytics in transportation operations including key performance indicators for different transportation modalities, predictive analytics for demand forecasting and resource allocation, real-time dashboards for operational monitoring, quality metrics tracking patient safety and satisfaction, financial analytics measuring cost per trip and reimbursement capture, and using data to communicate value to stakeholders and regulators. The speaker will share approaches to building data capabilities and translating analytics into operational improvements.

Roundtrip (Sponsored Session)

9:30am – 10:00am

Networking & Refreshments Break

10:00am – 10:40am

Interfacility Patient Transfers: Transfer Center Operations and Bed Placement

Interfacility patient transfers represent a critical component of healthcare delivery as patients move between facilities seeking appropriate levels of care. Transfer centers coordinate these

movements managing bed placement, clinical appropriateness and logistics coordination. This session explores transfer center operations including staffing models and 24/7 coverage strategies, bed tracking systems and real-time capacity visibility, clinical triage and appropriate level of care determination, coordinating ground vs air medical transport, communication protocols between sending and receiving facilities, and managing surge periods when capacity is constrained. Hear about approaches to optimizing patient flow through strategic transfer management while maintaining clinical quality and patient safety.

Christopher Tanski, MD, MEd

Associate Chief Medical Officer

SUNY Upstate Medical University

10:40am – 11:20am

Right Patient, Right Asset, Right Time: Orchestrating Multi-Modal Medical Transport from a Single Command Center

Most transport conversations happen in silos — rideshare, ground, rotor, fixed-wing, 911, interfacility, and discharge transport. This session takes the orchestration view: how you match transport modality to the context, patient acuity, geography, time-sensitivity, and cost, and how a health-system capacity command center operationalizes those decisions in real time. Nathan will present what they've built at Emory Healthcare, coordinating patient flow into, between, and out of their hospitals. Attendees will leave with:

- A framework for mapping the full spectrum of transport assets to patient condition and cost
- The decision logic for selecting the right asset (clinical, time, geographic, available local resources, financial)
- How a command-center model coordinates multi-modal transport and drives safe, efficient patient flow
- The metrics that prove it's working — appropriateness, time intervals, and clinical quality

Nathan Stanaway, MS, NRP

Director of Patient Transport & Logistics

Emory Capacity Command Center

Emory Healthcare

11:20am – 12:00pm

Sustaining Improvement in Transportation Operations: Building Learning Culture Beyond Initial Pilots

Many health systems launch transportation improvement initiatives but struggle to sustain them once the pilot phase ends. This session will explore how to build organizational infrastructure and culture that keeps improvement momentum going, including change management strategies for frontline transportation staff, embedding rapid-cycle testing into daily operations, measuring what actually matters to transportation teams, and creating feedback loops that keep staff engaged in improvement work.

Scott Jahnke

Patient Flow Command Center Director

UCLA Health

12:00pm – 1:00pm
Networking Lunch

1:00pm – 1:40pm

Air Medical Transport: Clinical Operations, Safety and Cost Management

Air medical services provide critical care transport for time-sensitive emergencies and interfacility transfers yet face unique operational challenges including weather-related delays, regulatory compliance and cost recovery. This session examines air ambulance program management including clinical protocols for flight teams and critical care capabilities, safety management systems and risk mitigation strategies, weather decision-making and flight planning processes, managing costs in fixed-wing and rotor-wing environments, billing and reimbursement challenges, and coordinating seamlessly with ground EMS and hospital systems. Jeff will share approaches to maintaining clinical excellence while ensuring financial sustainability in air medical operations.

Jeff Richey, RN, MHA, FACHE

Chief Air Medical Officer

Airlift Northwest UW Medicine

Associate Administrator

Lab Medicine, Pathology and Telecommunication

Harborview Medical Center UW Medicine

1:40pm – 2:20pm

Movi (Sponsored Session)

2:20pm – 2:50pm

Networking & Refreshments Break

2:50pm – 3:50pm

Panel: Building Your Healthcare Transportation Strategic Plan

This panel will discuss developing a comprehensive strategic plan that aligns transportation operations with organizational objectives, financial targets and community needs. Learn to assess current state capabilities, identify strategic opportunities and create actionable implementation roadmaps driving measurable improvements in transportation performance and patient outcomes. Topics include conducting transportation needs assessments, developing financial sustainability models, building cross-functional partnerships, implementing technology and process improvements, and measuring impact on patient access and health outcomes.

Panelists:

Rene Wise

Manager, Patient Transport

Atrium Health Cabarrus

Adam Fitzhenry, MBA

Director of EMS Operations

Memorial Hermann Health System

Christopher Tanski, MD, MEd
Associate Chief Medical Officer
SUNY Upstate Medical University

3:50pm – 4:30pm

Workforce Development: Recruiting, Training and Retaining Transporters, Dispatchers and Transportation Professionals

The healthcare transportation workforce faces critical shortages affecting patient transporters, dispatchers, paramedics, EMTs and administrative staff. Organizations struggle to recruit qualified candidates, provide adequate training and retain experienced personnel amid competitive labor markets and demanding work conditions. This session examines workforce development strategies including recruitment approaches targeting diverse candidate pools, onboarding and training programs that build clinical and operational capabilities, retention strategies addressing compensation, scheduling and workplace culture, career ladders that move transporters into clinical and leadership roles, addressing burnout and supporting staff wellness, and succession planning ensuring leadership continuity. Speakers will share innovative approaches to building and maintaining high-performing transportation teams from the front line up.

Christopher Kissam, AAS
Weekend Operations Supervisor, Patient Transport
Atrium Health Cabarrus

4:30pm – 5:10pm

Fromn Fragmented to Coordinated: Building the Business Case for Centralized Transportation Governance

Many health systems operate transportation across isolated silos, each campus managing workflows, vendors and processes independently. The Transportation Maturity Model provides a framework for assessing current state and systematically advancing strategy across Ownership, Tech, Payment, Network and Analytics. At Memorial Hermann, this approach transformed fragmented operations into coordinated strategy, delivering measurable results: staff satisfaction shifted from 64% dissatisfied to zero, ED holding times dropped 49%, and costs came under control. Learn how to assess your maturity level, build stakeholder buy-in and implement strategic improvements that demonstrate real impact on patient flow and operations.

Adam Fitzhenry, MBA
Director of EMS Operations
Memorial Hermann Health System

5:10pm

End of Day One

Day Two – Friday, January 29, 2027

7:15am – 8:00am

Networking Breakfast

8:00am – 8:10am

Chairperson's Remarks

Roundtrip

8:10am – 8:50am

Air, Ground and Everything Between: Consolidating Transport Under Single System Leadership

Health systems are increasingly bringing air medical, ground ambulance, interfacility transfer, patient transport and courier operations under one leader rather than managing them as separate departments. This session will address the organizational case for consolidation, where the operating models genuinely converge and where they do not, staffing and credentialing across very different workforces, integrating dispatch and communications across modalities, the metrics leadership actually asks for, and the pitfalls encountered along the way. Attendees will leave with a candid view of what consolidation delivers, what it costs and how to sequence it in their own organizations.

Brandon Morshedi, MD, DPT, FACEP, FAEMS, NRP, FP-C, CCP-C, TP-C, CP-C

EM/EMS Physician, Dept of EM, UAMS

Medical Director, GMR/Air Evac Lifeteam – AR/TX

Medical Director, AR State Parks & AR Task Force-1

Chief Medical Officer

Metropolitan EMS

8:50am – 9:30am

Building and Sustaining Transportation Operations: Staffing Models, Retention Strategies and Preventing Burnout

Recruiting transportation professionals is only half the battle—keeping experienced staff engaged is where most organizations struggle. Transportation operations face unique challenges: 24/7 demands, high-stress decision-making, staff fatigue and limited career pathways that drive experienced professionals out. This session examines how leading health systems build sustainable operations by addressing burnout at its source. Topics include recognizing burnout specific to transportation roles, designing staffing models that allow recovery, creating career development pathways, building cultures where staff feel valued, and measuring retention as an operational metric. Attendees will learn practical strategies for retaining experienced dispatchers, drivers and coordinators while reducing turnover costs and protecting institutional knowledge.

Katrina M. Schweisthal, MSN, RN, CNML, EMT

Director of Mobile Critical Care Services and Emergency Communications

WakeMed Health and Hospital Systems

9:30am – 10:00am

Networking & Refreshments Break

10:00am – 10:40am

Centralized Patient Transport Dispatch: Building a Command Center Approach to Logistics for Optimal Patient Throughput

As healthcare organizations expand into regional and multi-hospital systems, critical care transport programs and transfer centers must evolve from siloed, hospital-based services into coordinated, system-wide logistics partners. This session explores how a command center approach can strengthen patient movement, specialty resource utilization, and operational decision-making across air, ground, pediatric, neonatal, and courier transport services. Using the T-N-T framework: Transfer, Navigation, and Transport, participants will examine how centralized dispatch, real-time prioritization, escalation pathways, and aligned communication processes can improve response times, patient flow, and system throughput. Drawing from real-world operational experience at Carolina Air Care, the session will highlight the evolving Shift Operations Coordinator role, integration with transfer center and capacity management functions, and use of pediatric triage tools to ensure appropriate activation of specialized resources. The discussion will also address how co-locating the system transfer center, Shift Operations Coordinator, and air medical communications center can enhance shared situational awareness, reduce communication gaps, and accelerate coordinated decision-making. Attendees will leave with practical strategies to align teams, standardize decision-making, support change management, and scale transport operations to meet the growing demands of system-based critical care delivery.

Leanne Reaves MSN, RN, CMTE, CEN

*HCS Director of Transportation Operations, Air & Ground
System Operations Administration*

UNC Health

Carolina Air Care

Shauna Hadgraft, BSN, RN, CMTE, CFRN

Air Operations Manager

UNC Health

Carolina Air Care

10:40am – 11:20am

Interfacility Transport from Island Hospitals: A Bridge Over Troubled Water

Island and remote hospitals face unique transportation challenges: coordinating care across water, managing extended transport times, and partnering with multiple agencies across jurisdictional boundaries. Mass General Brigham operates two island hospitals requiring innovative solutions not addressed by standard interfacility protocols. This session explores how health systems serving geographically isolated populations can redesign transportation strategies including coordinating with maritime and aviation resources, managing clinical care during extended transport, planning for weather delays, coordinating complex patient movement across jurisdictions and integrating island operations into system-wide capacity planning. Learn practical approaches to ensuring reliable access to care regardless of geography.

Scott Goldberg, MD, MPH, FACEP, FAEMS

Director of EMS

Mass General Brigham | Brigham and Women's Hospital

11:20am – 12:00pm

Integrating Transportation Operations with Hospital Capacity Command Centers: Real-Time Decision-Making and Data Visibility

Hospital capacity command centers coordinate bed placement and patient distribution, yet many operate isolated from transportation operations. This disconnect creates bottlenecks: transport assets aren't optimally deployed and capacity decisions lack visibility into transport availability. This session explores how health systems integrate transportation into capacity command center workflows to optimize patient flow and resource utilization. Topics include sharing real-time data between operations, designing decision protocols that account for transport availability, using predictive analytics to forecast transport demand, coordinating multi-modal transport decisions and building communication infrastructure connecting dispatch, transfer centers and command centers. Attendees will learn how integrated operations improve patient flow, reduce throughput delays and enable better decision-making based on actual transportation constraints.

Nelson Pedro, NRP

Manager, Capacity Management & Access Center

LifePACT Critical Care Transport • Medical Communication Center

Community Paramedicine • Patient Transportation

Brown University Health

12:00pm – 12:40pm

Hospital-Based Air Medical Programs: Ownership Models, Safety Culture and System Integration

Health systems operating their own air medical programs face a distinct set of decisions from those contracting with commercial operators, from capital investment and aviation vendor selection to clinical oversight and community expectations. This session examines how hospital-based programs are structured and sustained including evaluating hospital-owned, consortium and contracted operating models, aligning flight program governance with health system leadership, building and maturing safety management systems, integrating air assets into transfer center and capacity command center decision-making, managing utilization review and appropriateness criteria, and demonstrating program value beyond transport volume. Speakers will share how they are balancing clinical excellence, aviation safety and financial accountability while keeping the flight program connected to broader system operations.

Lee McMurray

Program Manager

Stanford Life Flight

12:40pm

Conference Concludes

1:00pm – 3:00pm

The Future of Healthcare Transportation: Integrating Scheduling, Technology, and Patient Access

Healthcare transportation remains fragmented—scheduling systems don't communicate with transportation providers, appointment data doesn't effectively inform transportation logistics, and patient access suffers as a result. This workshop explores how healthcare organizations and transportation providers can work together to eliminate these gaps by integrating scheduling, care coordination and transportation workflows.

Drawing on extensive experience in NEMT operations and healthcare technology development, presenters will share practical strategies for improving communication across the healthcare transportation ecosystem, reducing administrative burden, increasing appointment adherence and strengthening collaboration between healthcare organizations and transportation providers. Attendees will leave with actionable ideas and frameworks applicable to their own organizations.

Rachel Scholler

Founder

NEMT Growth Consultants, LLC

Lonnie Barton

30+ Years Managed Transportation & Healthcare Logistics

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