

2025 HOSPITAL COMMAND CENTER MANAGEMENT SUMMIT

July 14-15, 2025
JW Marriott
Nashville, TN

Elevating Healthcare Efficiency: Mastering Command Centers for Optimal Patient Flow and Outcomes

SPEAKING FACULTY



Johnny Puac, MSN, RN
Director of Operations - Patient Flow Center
MEMORIAL HERMANN HEALTH SYSTEM



Susan Grimwood, DNP, APRN-C
Executive Director; Logistics,
Capacity and Patient Throughput
**SARASOTA MEMORIAL
HEALTH CARE SYSTEM**



Lisa Birdsall Fort, MD, MPH
Associate Chief Medical Information Officer
System Medical Director of Quality,
Emergency Medicine
OCHSNER HEALTH



Michael Homeyer MD FACEP FAAEM
System Medical Director of Patient Flow
System Division Chief
of Emergency Medicine
INOVA HEALTH



Chris Hamilton, RN
CEO
MOVI HEALTHCARE



Carissa J. Tyo, MD, FACEP
Medical Director, Clinical Decision Unit
Medical Director, Care Management
and Physician Advisors
**UNIVERSITY OF ILLINOIS HOSPITAL
& HEALTH SCIENCES SYSTEM**



Michelle J. Vassallo, MHA, BSN, RN, NE-BC
VP of Operations, Clinical Enterprise
INOVA HEALTH



Heather Brooks
Senior Vice President Capacity
Command Center
EMORY HEALTHCARE



Jennifer Bartelt
Administrator
**MAYO CLINIC AMBULANCE SERVICE
& MIDWEST ADMISSION AND
TRANSFER CENTER**



Scott Jahnke
Patient Flow Command Center Director
UCLA HEALTH



Amy Kruger, BSN, RN, CCRN
Access Center and Patient Placement
Services Department Manager
DEACONESS HEALTH SYSTEM



Kim Hatchel, DNP, MSN, MHA, RN, CENP
Sr. Vice President, COO
BRONSON HEALTHCARE



Lisa Padgett, RN, BSN, MBA
System Director Capacity Management
BRONSON HEALTHCARE



Sarah Reardon
Manager of Nursing-Urgent Care
BRONSON HEALTHCARE



Joshua Davis, MBA
Associate Director of Operations
**THE HOSPITAL OF THE UNIVERSITY
OF PENNSYLVANIA CAPACITY
MANAGEMENT CENTER**



Amanda Whartenby, MSN, MBA
Associate Director
PENN MEDICINE TRANSFER CENTER



Peter Haas
Managing Director,
Huron Clinical Enterprise
HURON CONSULTING GROUP



Stephen Verdi
Commercial Leader, Command Center
GE HEALTHCARE

Lead Sponsors:



KEY HIGHLIGHTS

- Building Resilient Command Centers During Times of Crisis
- Leveraging AI-Powered Command Centers: Optimizing Capacity, Streamlining Throughput Workflows, and Reducing Burnout
- Implementation, Data and Results With Patient Outcomes, Throughput and Cost Savings from a EHR Based SaaS Transportation Platform
- Change Management and Cultural Transformation in Command Center Implementation
- Breaking Down Silos: Integrating Emergency Services, Transfer Centers and Command Centers for Seamless Patient Flow
- Unlocking Transfer Center Potential: Learning and Flow Strategies to Enhance Effectiveness and Efficiency
- Building a Comprehensive Command Center Strategy - From Vision to Implementation
- Flow Without Borders: Building Effective Transfer Center Operations
- Medical Transportation Strategies to Improve Outcomes and Patient Flow with Challenges Ranging from Medicaid Brokerage to Lack of Transport Provider Capacity, Visibility and Data
- Integration of Clinical and Operational Excellence in Command Center Design
- Cross-Facility Coordination: Building Effective Transfer Center Operations
- Transform Patient Flow & Capacity Management with Intelligent Care Operations Hubs



REGISTER BY PHONE: 800-743-8490
REGISTER ONLINE: WWW.BRINETWORK.COM

CONFERENCE WORKSHOP

**Transform Patient Flow & Capacity Management
with Intelligent Care Operations Hubs
- HURON CONSULTING GROUP**

About the Conference

Hospital command centers have emerged as the cornerstone of efficient operations management and superior patient care delivery. As healthcare systems face unprecedented challenges in managing patient flow, resource allocation and care coordination, command centers serve as the nerve center for data-driven decision making and real-time operational intelligence.

Business Research Intelligence Network proudly presents the Hospital Command Center Management Summit, bringing together industry pioneers, healthcare executives and operational leaders to explore cutting-edge strategies for command center excellence. This premier gathering will showcase next-generation technologies, innovative workflows and proven methodologies that are transforming how healthcare facilities optimize their operations.

Attendees will gain practical insights into leveraging artificial intelligence, predictive analytics and virtual command center capabilities while networking with peers and thought leaders. Industry experts will share proven strategies for enhancing patient outcomes, streamlining operations and driving organizational efficiency in modern command center environments. Participants will leave equipped with actionable knowledge to implement and optimize advanced command center solutions within their own facilities.

Register Early & Save! Groups of 3 or more can save an additional 10% off the registration fee. To register visit our website at www.brinetwork.com or call us at 800-743-8490!

We look forward to seeing you in Nashville, TN!

Who should attend

From Hospitals/Health Systems/Health Plans:

- Case Management
- Discharge Planning
- Patient Flow
- Admissions
- Nursing
- Operations
- CEO
- CFO
- Patient Care
- Compliance
- Clinical Care
- Medical Directors
- Quality
- Patient Financial Services
- Care Management
- Emergency Medicine
- Social Worker
- Utilization Management
- Hospitalist
- Chief of Staff
- Capacity Management
- Transportation Manager
- Logistics Director
- Critical Care/Trauma
- Patient Throughput
- Bed Management
- Patient Logistics
- Patient Transport
- Clinical Operations
- Innovation Officer
- Performance Improvement
- Telehealth
- IT Management
- Health Information Management

Also of Interest to:

Vendors • Solutions Providers • Consultants

DAY ONE – MONDAY, JULY 14, 2025

7:15am – 8:00am

Conference Registration & Networking Breakfast

8:00am – 8:15am

Chairperson's Opening Remarks



Stephen Verdi

Commercial Leader, Command Center

GE HEALTHCARE

8:15am – 9:00am

Building Resilient Command Centers During Times of Crisis

Learn proven strategies for maintaining command center effectiveness during unprecedented challenges. This discussion will explore how different organizations adapted their operations, protected staff wellbeing and ensured continuity of care during crisis situations. Senior executives will discuss lessons learned, innovative solutions and frameworks for building more resilient command centers.



Johnny Puac, MSN, RN

Director of Operations - Patient Flow Center

MEMORIAL HERMANN HEALTH SYSTEM

9:00am – 9:45am

GE HEALTHCARE

9:45am – 10:15am

Networking & Refreshments Break

10:15am – 11:00am

Leveraging AI-Powered Command Centers: Optimizing Capacity, Streamlining Throughput Workflows, and Reducing Burnout

The increasing complexity of healthcare operations has created unprecedented challenges in capacity management and staff wellbeing. This session explores how AI-powered command centers are transforming healthcare delivery by simultaneously addressing multiple operational pain points. Through detailed case studies and real-world implementations, discover how leading healthcare institutions are using artificial intelligence to optimize bed utilization, streamline workflows, and reduce administrative burden on clinical staff. Learn how predictive analytics and automated decision support systems can identify potential bottlenecks before they occur, enabling proactive resource allocation and improved staff scheduling. Examine concrete examples of how AI-driven command centers have helped organizations increase their effective capacity, generate significant additional revenue through improved patient throughput, improve resource allocation based on predictions, increase discharges due to barrier removal and expedited testing, and reduce staff dissatisfaction with predictive staffing. The session will also address practical considerations for implementation, including staff training, and change management.



Susan Grimwood, DNP, APRN-C

Executive Director, Logistics, Capacity and Patient Throughput

SARASOTA MEMORIAL HEALTH CARE SYSTEM

11:00am – 11:45am

Ochsner Emergency Department Overcrowding Score or OEDOCS

OEDOCS is a custom-developed measurement of emergency department crowding using real-time EHR discrete data points. The score refreshes every 15 minutes and populates to a dashboard that allows comparison of emergency departments across the system and within regions. Color-coded thresholds trigger certain actions within individual facilities focused on improving throughput, as well as modifications of the patient flow center's prioritization and transfer workflows. The score is reported in the Daily Connections huddle by hospital leaders to the system executive team daily. It also shows on the ED control center, which is a custom-designed dashboard that shows real-time information about current census, acuity, door to provider, in process patients and length of stay/admission times as well as patients waiting for beds.



Lisa Birdsall Fort, MD, MPH

Associate Chief Medical Information Officer

System Medical Director of Quality, Emergency Medicine

OCHSNER HEALTH

11:45am – 12:30pm

Case study – Inova Health: Implementation, Data and Results With Patient Outcomes, Throughput and Cost Savings from a EHR Based SaaS Transportation Platform

Results, opportunities and challenges after 1 year of implementing a EHR based SaaS Transportation Platform. Topics of improved throughput, cost savings, data and Power BI integration. Insights from a busy health system with 9 hospitals, freestanding ED's and central transfer center that load balances for capacity management with improved patient outcomes from decreased transportation wait times to faster stroke and STEMI responses with a technology forward approach.



Michael Homeyer MD FACEP FAAEM

System Medical Director of Patient Flow

System Division Chief of Emergency Medicine

INOVA HEALTH



Chris Hamilton, RN

CEO

MOVI HEAL THCARE



Michelle J. Vassallo, MHA, BSN, RN, NE-BC

VP of Operations, Clinical Enterprise

INOVA HEALTH

12:30pm – 1:30pm

Luncheon

1:30pm – 2:15pm

Change Management and Cultural Transformation in Command Center Implementation

The success of any command center initiative depends heavily on effective change management and cultural alignment. This session provides a comprehensive framework for managing the organizational transformation required for successful command center implementation. Examine strategies for securing stakeholder buy-in, addressing resistance to change and fostering a culture of continuous improvement. Learn how to develop and execute a change management plan that ensures sustainable adoption of new workflows and technologies.



Heather Brooks

Senior Vice President Capacity Command Center

EMORY HEALTHCARE

2:15pm – 3:15pm

Panel – Breaking Down Silos: Integrating Emergency Services, Transfer Centers and Command Centers for Seamless Patient Flow

This panel brings together emergency medicine leaders, transfer center directors and command center experts to explore strategies for creating truly integrated patient flow systems. Panelists will share real-world experiences in overcoming traditional departmental boundaries, implementing technologies that enable cross-functional coordination and establishing metrics that matter across the entire patient journey. Attendees will gain practical insights into how leading health systems are aligning emergency operations, transfer processes and capacity management to enhance patient outcomes, improve throughput and optimize resource utilization during both routine operations and crisis situations.

MODERATOR:

GE HEALTHCARE

PANELISTS:



Jennifer Bartelt

Administrator

MAYO CLINIC AMBULANCE SERVICE

& MIDWEST ADMISSION AND

TRANSFER CENTER



Scott Jahnke

Patient Flow

Command Center

Director

UCLA HEALTH



Lisa Birdsall Fort, MD, MPH

Associate Chief Medical Information Officer

System Medical Director of Quality, Emergency Medicine

OCHSNER HEALTH

3:15pm – 3:45pm

Networking & Refreshments Break

3:45pm – 4:30pm

Unlocking Transfer Center Potential: Learning and Flow Strategies to Enhance Effectiveness and Efficiency

In capacity-constrained health systems, transfer centers play a pivotal role in balancing clinical needs with operational efficiency.

This session will explore how applying learning methodologies and flow theory can enhance both effectiveness and efficiency—maximizing revenue opportunities while reducing waste and bottlenecks. Attendees will gain insights into strategic approaches that improve patient access, streamline transfers, and drive hospital performance in an evolving healthcare landscape.



Scott Jahnke

Patient Flow Command Center Director

UCLA HEALTH

4:30pm – 5:15pm

Building a Comprehensive Command Center Strategy – From Vision to Implementation

This session will guide participants through the complete process of developing and implementing a successful command center strategy. Attendees will learn how to assess their organization's needs, design appropriate solutions and create implementation roadmaps. The session will cover technology selection, staffing models, workflow design and change management strategies. Gain practical tools and frameworks you can apply in your own organizations. We'll also explore common challenges and pitfalls in command center implementation, with strategies for overcoming them.



Amy Kruger, BSN, RN, CCRN

Access Center and Patient Placement Services Department Manager

DEACONESS HEALTH SYSTEM

5:30pm

End of Day One

7:15am – 8:00am

Networking Breakfast

8:00am – 8:15am

Chairperson's Remarks



Stephen Verdi

Commercial Leader, Command Center

GE HEALTHCARE

8:15am – 9:00am

Roundtable Discussion – Medical Transportation Strategies to Improve Outcomes and Patient Flow with Challenges Ranging from Medicaid Brokerage to Lack of Transport Provider Capacity, Visibility and Data

The panel and attendees will discuss innovative strategies to reduce LOS, improve throughput, reduce cost with medical transportation. Partnerships, governmental lobbying, software, owned fleets and alternate forms of transportation options (Rideshare, companion car's, senior living partner transportation) as ways to improve patient flow.



Michael Homeyer MD FACEP FAAEM

System Medical Director of Patient Flow

System Division Chief of Emergency Medicine

INOVA HEALTH



Chris Hamilton, RN

CEO

MOVI HEALTHCARE



Michelle J. Vassallo, MHA, BSN, RN, NE-BC

VP of Operations, Clinical Enterprise

INOVA HEALTH

9:00am – 9:45am

Flow Without Borders: Building Effective Transfer Center Operations

Achieving seamless patient flow across a health system requires more than a single-site solution — it demands a coordinated network of transfer centers and command centers working in sync. This session explores how to build and evolve transfer center operations that transcend facility boundaries, ensuring each patient is placed in the right facility based on both capacity and clinical capability. Learn how leading organizations partner across multiple command centers to manage complex patient movement, optimize bed utilization, and respond dynamically to ever-changing system demands. Topics include cross-center collaboration, technology integration, staffing models, and performance metrics that drive systemwide success.



Jennifer Bartelt

Administrator

MAYO CLINIC AMBULANCE SERVICE &

MIDWEST ADMISSION AND TRANSFER CENTER

9:45am – 10:15am

Networking & Refreshments Break

10:15am – 11:00am

Integration of Clinical and Operational Excellence in Command Center Design

The seamless integration of clinical and operational workflows is essential to drive efficient, high-quality patient care. This session explores the innovative design and implementation of hospital command centers that align real-time capacity management with clinical decision-making and quality goals. Attendees will learn how successful organizations break-down silos between clinical and operational teams to deliver coordinated, patient-centered care while shifting health system culture.

Key Strategies

- **Aligning Clinical Priorities with Hospital Capacity:** Discover how the Epic-based capacity level scoring tool—one of the first of its kind- not only supports real-time decision making, but also assigns clear, department-specific actions to improve throughput and systemwide coordination.
- **Optimizing Discharge Processes:** Key strategies for enhancing discharge efficiency, include the implementation of targeted discharge tools to improve coordination, reduce unoccupied bedtime, and better engage patients, families, and staff.
- **Urgent Care Strategy:** Explore the strategic opening of dedicated urgent care designed to enhance front-end access, reduce emergency department boarding, and more effectively triage non-emergent patients. Located within the EMTALA radius, requires strict compliance, adding some operational challenges. To support this, new processes were implemented to improve transfer efficiency and care coordination.

Learning Objectives:

- Offer practical insights for leaders aiming to transform operations and elevate clinical effectiveness through command center framework.
- Understand how the command center model uses standardized processes and existing resources to align teams across departments, and explore strategies implemented to drive accountability and sustain change in a complex care environment.
- Evaluate the implementation of a hospital-affiliated urgent care center as a strategy to improve emergency department access, reduce wait-times, and redirect non-emergent care.



Kim Hatchel, DNP, MSN, MHA, RN, CENP

Sr. Vice President, COO

BRONSON HEALTHCARE



Lisa Padgett, RN, BSN, MBA

System Director

Capacity Management

BRONSON HEALTHCARE



Sarah Reardon

Manager of Nursing-Urgent Care

BRONSON HEALTHCARE

11:00am – 11:45am

TBD



Carissa J. Tyo, MD, FACEP

Medical Director, Clinical Decision Unit

Medical Director, Care Management and Physician Advisors

UNIVERSITY OF ILLINOIS HOSPITAL & HEALTH SCIENCES SYSTEM

11:45am – 12:30pm

Cross-Facility Coordination:

Building Effective Transfer Center Operations

Efficient patient transfer and bed management across multiple facilities requires sophisticated coordination and communication. This session examines best practices for developing and operating effective transfer centers within the command center framework. Learn how successful organizations manage complex patient movements while optimizing bed utilization across their networks. Explore innovative approaches to transfer center staffing, technology integration and performance measurement.



Joshua Davis, MBA

Associate Director of Operations

THE HOSPITAL OF THE UNIVERSITY OF PENNSYLVANIA

CAPACITY MANAGEMENT CENTER



Amanda Whartenby, MSN, MBA

Associate Director

PENN MEDICINE TRANSFER CENTER

12:30pm

Conference Concludes

WORKSHOP

Tuesday, July 15, 2025 • 12:45pm – 2:45pm

Transform Patient Flow & Capacity Management with Intelligent Care Operations Hubs

Join us for an intensive workshop on Intelligent Care Operations Hubs, where we will explore how to revolutionize patient flow and capacity management using cutting-edge technology, real-time data, predictive analytics, and AI within healthcare command centers. This session will provide a comprehensive understanding of the benefits Intelligent Care Operations Hubs offer, including enhanced patient flow, reduced wait times, optimized resource utilization, and improved patient outcomes. You will learn to assess your organization's position on the patient flow maturity continuum and identify actionable next steps. Additionally, we

will delve into the relevant technologies that support your Intelligent Care Operations Hub strategy and discuss key implementation strategies and best practices, from initial visioning and planning to technology integration and staff training, ensuring a successful and sustainable program.



Peter Haas

Managing Director, Huron Clinical Enterprise
HURON CONSULTING GROUP

LEAD SPONSORS



GE Healthcare



Mövi Healthcare

For Sponsorship & Exhibit Opportunities please call us at **800-743-8490** or email us at **spex@brinetwork.com**.
For Group Discounts of three or more please call us at **800-743-8490** or email us at **info@brinetwork.com**

This Event will be Co-Located with:

2025 DISCHARGE PLANNING & CAPACITY MANAGEMENT SUMMIT

Optimizing Patient Flow for Operational Excellence and Financial Sustainability

Register by May 23rd, **2025** & Save an Additional **\$100 off the Early Bird**
– Mention Promo Code **BR100!**

VENUE



JW Marriott Nashville

201 8th Avenue South
Nashville, TN 37203
615-291-8600

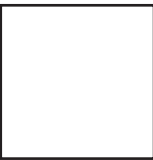
**Mention BRI Network to get the discounted rate of \$305/night*



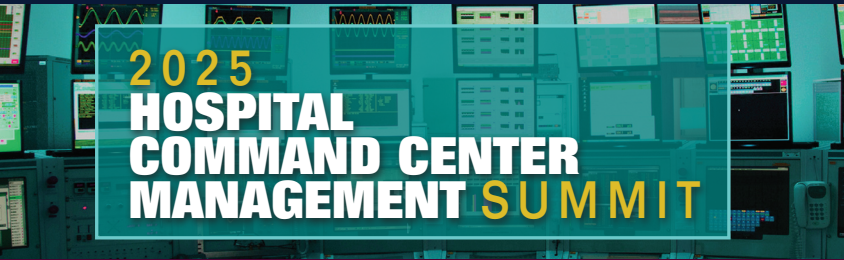
Register by Phone: **800-743-8490** • Register Online: **www.brinetwork.com**



Business Research & Intelligence Network
852 Franklin Avenue, Suite 205
Franklin Lakes, NJ 07417
800-743-8490
www.brinetwork.com



CMD0725



2025 HOSPITAL COMMAND CENTER MANAGEMENT SUMMIT

July 14-15, 2025 • JW Marriott • Nashville, TN

Registration

☐ Conference☐ Conference & Workshop

Name: _____ Title: _____

Name: _____ Title: _____

Name: _____ Title: _____

Company: _____

Address 1: _____

Address 2: _____

City: _____ State: _____ Zip: _____

Phone: _____ Email: _____

Payment: ☐ Charge my Card☐ Pay by Check

☐ Visa☐ MC☐ Amex

Card#: _____ Exp. Date: _____ CVV _____

Name on Card: _____

Register by Phone: 800-743-8490
Register online: www.brinetwork.com
For General Questions email us at: info@brinetwork.com
* Please call us for Group Discounts of 3 or more!

HOSPITALS/HEALTH SYSTEMS/HEALTH PLANS			
Register by	5/23/25	5/30/25	7/14/25
Conference Only	\$1195	\$1395	\$1595
Conference + Workshop	\$1395	\$1595	\$1795

VENDORS/SOLUTION PROVIDERS			
Register by	5/23/25	5/30/25	7/14/25
Conference Only	\$1695	\$1895	\$2095
Conference + Workshop	\$1795	\$1995	\$2295

**** All Payments must be received four weeks prior to the event. If you need to cancel four weeks prior to the event there will be a full refund minus a \$225 administrative fee. If you need to register a substitute please contact us or email us at support@brinetwork.com. All cancellations received under four weeks will be provided a pass to a future event for either yourself or a colleague which will be valid for two years from the date of conference.**