2026 HOSPITAL COMMAND CENTER MANAGEMENT SUMMIT

January 15-16, 2026
Bellagio
Las Vegas

Maximizing ROI Through Strategic Command Center Excellence

SPEAKING FACULTY

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

Jessica Crum, DNP, MBA, BSN, RN
Senior Director
LCMC Health, Transfer Center
LCMC HEALTH

Robin M. Wood PhD, RN, CEN, NEA-BC
Senior Clinical Director
Hospital of the University of Pennsylvania
Capacity Management Center
THE PENN MEDICINE TRANSFER CENTER

Jacob Shepherd, RN
Executive Director
Access, Throughput, & Efficiency
Hospital Operations Center
STANFORD HEALTH CARE

Thomas Lew, MD
Hospitalist, Medical Director
STANFORD HEALTH CARE

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

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

Tamara E. Buechler, M.D., M.H.A.
Vice Chair, Division of Hospital Internal Medicine
Associate Medical Director, Mayo Clinic Rochester Hospital Operations Command Center
Medical Director, Patient Flow & Care Management
MAYO CLINIC

Jennifer A. O'Neill DNP, APN, NEA-BC
Chief Operating Officer
RWJBARNABAS HEALTH

Chris Hamilton, RN
CEO
MOVI HEALTHCARE

Lorelei Stellwag, DNP, RN, NE-BC
Vice President
MedStar Capacity and Transfer Center
MEDSTAR HEALTH

Diana Pancu, MD
Chief MedStar Triage Officer and Physician Director, MedStar Capacity and Transfer Center
Director of Quality Assurance and Education, Emergency Medicine, MedStar Franklin Square Medical Center
MEDSTAR HEALTH

Charyl Bell-Gordon, DNP, MBA, APRN, FNP-C, CEN, NEA-BC, FACHE
Administrative Director of Clinical Operations
HARRIS HEALTH

Abby Conner, MBA
Operations Consultant
CARILION CLINIC

Hallie Kreul
Consultant
PATIENT FLOW STRATEGIES LLC

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Luncheon Sponsor:

pulsara

Executive Sponsor:

GE HealthCare

KEY HIGHLIGHTS

- Clinical Outcomes Excellence: Leveraging Command Centers for Superior Patient Care Quality
- Centralizing Transfers and Bed Planning Through Command Center Technology and Capacity Alignment
- Command Center Excellence: Centralizing Operations for System-Wide Flow Optimization
- Innovative Capacity Expansion: Operationalizing the Hospital-Within-a-Hospital Model
- Transfer Center Integration - Coordinating Patient Movement Across Complex Healthcare Networks
- Optimizing Hospital Patient Flow: A Patient-Centered Approach to Reducing Unnecessary Hospital Days
- Governance Excellence: Building Accountability Frameworks That Drive Performance
- Transfer Center Operations: Optimizing Referrals and System-Wide Coordination
- Optimizing Clinical Workflows: Patient Operations Center Solutions for Seamless Care Coordination
- Streamlining Discharge Planning: Clinical Operations That Accelerate Patient Flow
- Emergency Preparedness: How Command Centers Can Support Emergency Management at a System and Local Level
- Perioperative Excellence: Optimizing Surgical Coordination and OR Efficiency through Procedural Smoothing

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CONFERENCE WORKSHOP

Perioperative Excellence: Optimizing Surgical Coordination and OR Efficiency through Procedural Smoothing
- PATIENT FLOW STRATEGIES LLC

About the Conference

Hospital command centers have become the strategic epicenter for healthcare organizations seeking to optimize financial performance while enhancing operational efficiency. As healthcare systems face mounting pressure to reduce costs, improve patient throughput and demonstrate measurable ROI, command centers provide the technological backbone and operational framework necessary for data-driven decision making that directly impacts the bottom line.

Business Research Intelligence Network presents the Hospital Command Center Management Summit, uniting healthcare executives, operational leaders and technology innovators to explore proven strategies for maximizing command center investments. This conference will showcase cutting-edge analytics platforms, financial optimization methodologies and scalable business models that are transforming how healthcare organizations approach capacity management and resource allocation while achieving sustainable revenue growth.

Attendees will discover actionable insights into leveraging artificial intelligence for predictive capacity planning, implementing governance structures that ensure accountability and measuring command center performance through key financial metrics. Industry leaders will share real-world case studies demonstrating significant cost reductions, revenue enhancement opportunities and operational transformations that position command centers as strategic business assets rather than operational overhead.

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 Las Vegas, NV!

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 – THURSDAY, JANUARY 15, 2026

7:15am – 8:00am
Registration & Networking Breakfast

8:00am – 8:10am
Chairperson's Opening Remarks

Chris Hamilton, RN
CEO
MOVI HEALTHCARE

8:10am – 8:50am
Clinical Outcomes Excellence: Leveraging Command Centers for Superior Patient Care Quality

Healthcare command centers serve as powerful platforms for monitoring and improving clinical quality indicators that directly enhance patient outcomes and safety across health systems. This session explores how to leverage command center capabilities to track critical clinical metrics such as sepsis response times, readmission rates and patient safety indicators while implementing real-time interventions that improve care delivery. Attendees will learn how to establish clinical surveillance protocols that prevent adverse events, reduce complications and optimize patient recovery times through proactive monitoring and coordination. The session includes analysis of quality improvement initiatives, patient satisfaction enhancement strategies and clinical decision support tools that enable care teams to deliver exceptional patient experiences. Participants will discover practical approaches for integrating clinical quality metrics into daily operations while fostering collaboration between clinical and operational teams.

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

8:50am – 9:30am
Centralizing Transfers and Bed Planning Through Command Center Technology and Capacity Alignment

This session explores how centralizing transfer coordination and capacity visibility within a hospital command center creates system-wide transparency, expedites patient placement, and drives measurable financial and operational gains. Key performance indicators including abandoned call rates, turnaround times, rate of no answer (RONA), idle time, and calls per transfer are examined alongside the use of technology and strategies for aligning bed planning to anticipated demand by strategically coordinating operating room schedules, PACU capacity, ED volumes, and transfer activity with projected discharges and triage priorities. The presentation highlights how workflow efficiencies and training transfer center teams to interpret patient-type availability and real-time ED capacity at each facility streamlines admissions, increases transfer acceptance, and improves completion rates. Attendees will gain insights into how this integrated, technology-enabled approach reduces cancellations, enhances throughput, and generates additional revenue through increased transfer-related admissions.

Jessica Crum, DNP, MBA, BSN, RN
Senior Director
LCMC Health, Transfer Center
LCMC HEALTH

9:30am – 10:00am
Networking Break

10:00am – 10:40am
Command Center Excellence: Centralizing Operations for System-Wide Flow Optimization

Modern hospitals are implementing sophisticated command centers that provide real-time visibility and coordination across all aspects of patient flow from emergency department arrivals to discharge planning. This session explores successful command center models that integrate capacity management, transfer coordination and resource allocation through centralized oversight and decision-making. Discover how organizations are using command center

capabilities to reduce bottlenecks, improve response times and optimize resource deployment across their entire system while achieving measurable improvements in throughput and efficiency. Topics to be discussed include:

- Real-time dashboard design and key performance indicators that drive decision-making
- Staffing models and roles that ensure 24/7 operational oversight and coordination
- Technology integration strategies that connect disparate systems into unified workflows
- Success metrics and ROI measurement frameworks that demonstrate command center value

Robin M. Wood PhD, RN, CEN, NEA-BC
Senior Clinical Director
Hospital of the University of Pennsylvania
Capacity Management Center
THE PENN MEDICINE TRANSFER CENTER

10:40am – 11:20am
Sponsored Session (Movi Health)

11:20am – 12:00pm
Innovative Capacity Expansion: Operationalizing the Hospital-Within-a-Hospital Model

This session explores Stanford Health Care's approach to addressing surging inpatient census levels and expanding overall bed capacity with an extended focus on a hospital-within-a-hospital model—leveraging a rented 24-bed unit at another local facility. It will highlight the integration of AI screening tools to identify appropriate patient populations and discuss broader strategies for optimizing throughput and resource utilization. Attendees will gain insights into unique strategies for increasing capacity and how the operations and provider teams' partner to enhance patient care in this unique model.

Jacob Shepherd, RN
Executive Director
Access, Throughput, & Efficiency
Hospital Operations Center
STANFORD HEALTH CARE

Thomas Lew, MD
Hospitalist, Medical Director
STANFORD HEALTH CARE

12:00pm – 12:30pm
Asynchronous Communication, Real-Time Impact: The Pulsara Advantage

Current fragmented communication tools often result in abandoned calls, voicemail backlogs, and other inefficiencies that lead to delays in patient care. But it doesn't have to be that way. This session, presented by Pulsara's Senior Principal, Lee Wallace, will explore how modern technology and asynchronous communication can streamline patient transfers and movement to improve operations within command centers. Discover how urban hospital teams, rural healthcare facilities, and the communities in between can collaborate effectively via on-call integrations and asynchronous communications.

PULSARA PRESENTATION

12:30pm – 1:30pm
Luncheon

1:30pm – 2:15pm
Sponsored Session (GE Healthcare)

2:15pm – 3:15pm
Panel: Transfer Center Integration - Coordinating Patient Movement Across Complex Healthcare Networks

Transfer centers represent critical command center functions that directly impact hospital revenue, case mix and regional market position through effective interfacility patient coordination. This panel brings together transfer center directors and command center leaders who have successfully integrated transfer operations into broader capacity management systems. Panelists will discuss practical challenges including managing referral relationships with competing facilities, optimizing acceptance rates while maintaining quality standards, implementing technology platforms that enable real-time bed visibility and measuring transfer center performance through meaningful operational and financial metrics. Attendees will gain actionable strategies for building effective transfer center operations that enhance system-wide capacity utilization while generating measurable revenue through improved case mix and reduced transfer delays.

PANELISTS:

Jessica Crum, DNP, MBA, BSN, RN
Senior Director
LCMC Health, Transfer Center
LCMC HEALTH

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

Robin M. Wood PhD, RN, CEN, NEA-BC
Senior Clinical Director
Hospital of the University of Pennsylvania
Capacity Management Center
THE PENN MEDICINE TB CENTER

3:15pm – 3:45pm
Networking Break

3:45pm – 4:30pm
Optimizing Hospital Patient Flow: A Patient-Centered Approach to Reducing Unnecessary Hospital Days

At Mayo Clinic Hospital–Rochester (MCH-R), delivering patient-centered care is foundational, but prolonged or unnecessary hospital stays can hinder recovery, increase risk, and limit access to the hospital for other patients in need. Post-pandemic, rising lengths of stay revealed systemic barriers to timely discharges including cultural norms that delayed discharge beyond medical readiness, especially for complex cases. To address this, MCH-R launched a strategic, data driven initiative to transform culture, enhance triage, and optimize discharge processes to improve transparency, accountability, and communication around throughput and discharge planning. Central to this transformation is the Patient Flow Response Team (PFRT), embedded within the Rochester Hospital Operations Command Center (RHOCC). This multidisciplinary team integrates an early discharge planning framework, EHR enhancements, dashboards, and real-time escalation protocols to proactively resolve discharge barriers and support timely transitions. These efforts have streamlined complex discharges, reduced delays, and improved patient satisfaction. Since implementation, average delay days dropped by 45%, and Opportunity Days fell from 4,541 in January 2023 to 2,198 in September 2025, contributing to a 7.5% reduction in hospital length of stay and an estimated $12.5 million in savings for government payer patients alone in 2024. This presentation highlights how PFRT's patient-first, data-driven approach offers a scalable model for improving hospital throughput, managing capacity, and enhancing the patient experience.

Tamara E. Buechler, M.D., M.H.A.
Vice Chair, Division of Hospital Internal Medicine
Associate Medical Director,
Mayo Clinic Rochester Hospital Operations Command Center
Medical Director, Patient Flow & Care Management
MAYO CLINIC

4:30pm – 5:15pm
Governance Excellence: Building Accountability Frameworks That Drive Performance

Sustainable command center success requires robust governance structures that ensure accountability, maintain operational standards and drive continuous improvement across all stakeholders. This session examines proven governance models that align command center performance with organizational objectives and financial targets. Learn how to establish clear roles and responsibilities, develop performance metrics that matter and create accountability mechanisms that sustain long-term success.

Jennifer A. O'Neill DNP, APN, NEA-BC
Chief Operating Officer
RWJBARNABAS HEALTH

5:15pm
End of Day One

DAY TWO – FRIDAY, JANUARY 16, 2026

7:30am – 8:00am
Networking Breakfast

8:00am – 8:15am
Chairperson's Remarks

Chris Hamilton, RN
CEO
MOVI HEALTHCARE

8:15am – 9:00am
Enhancing Patient Flow and Clinical Outcomes: The Role of the Physician Advisor in Hospital Transfer Centers

As Tertiary Care hospitals face increasing demands for timely and appropriate patient transfers, the integration of physician advisors into transfer center operations has become a critical strategy to optimize patient flow, ensure regulatory compliance, and support clinical decision-making. This lecture explores the evolving role of the physician advisor in hospital transfer centers, highlighting their impact on interfacility transfer coordination, bed utilization, and care continuity. Key topics will include the physician advisor's responsibilities in reviewing transfer requests, facilitating medical necessity determinations, liaising between clinical teams, and advising on appropriate levels of care. The presentation will also examine how physician advisors contribute to risk mitigation, support EMTALA compliance, and enhance relationships with referring facilities. Real-world examples and best practices will illustrate how a physician advisor can serve as a strategic partner in improving both operational efficiency and patient outcomes. Participants will leave with a clearer understanding of how to structure and leverage physician advisor involvement in transfer center workflows, and the tangible benefits this role brings to healthcare delivery systems.

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

9:00am – 9:45am
Transfer Center Operations: Optimizing Referrals and System-Wide Coordination

Transfer centers serve as critical hubs for managing patient movement between facilities while optimizing capacity utilization and ensuring appropriate care placement across healthcare networks.
This session examines successful transfer center models that coordinate patient placement, manage interfacility transfers and optimize system-wide capacity through centralized oversight and decision-making. Learn strategies for building effective transfer center operations that improve patient outcomes while maximizing revenue opportunities through better case mix management and reduced transfer delays.

Lorelei Stellwag, DNP, RN, NE-BC
Vice President
MedStar Capacity and Transfer Center
MEDSTAR HEALTH

Diana Pancu, MD
Chief MedStar Triage Officer and Physician Director,
MedStar Capacity and Transfer Center
Director of Quality Assurance and Education, Emergency Medicine,
MedStar Franklin Square Medical Center
MEDSTAR HEALTH

9:45am – 10:15am
Networking Break

10:15am – 11:00am
Optimizing Clinical Workflows: Patient Operations Center Solutions for Seamless Care Coordination

Modern healthcare delivery requires sophisticated coordination between multiple clinical departments, specialties, and care teams to ensure optimal patient outcomes and safety. This presentation explores how command centers are transforming clinical workflow management by providing real-time visibility into care processes, enabling proactive intervention when delays occur and facilitating seamless communication between interdisciplinary teams. Attendees will learn how to implement clinical workflow tracking that identifies bottlenecks in diagnostic testing, specialist consultations and discharge planning while maintaining focus on quality care delivery. The session examines practical strategies for coordinating complex care pathways and managing clinical handoffs. Participants will discover how command center technology and data can reduce care fragmentation and improve care team collaboration while supporting evidence-based practice standards.

Charyl Bell-Gordon, DNP, MBA, APRN, FNP-C, CEN, NEA-BC, FACHE
Administrative Director of Clinical Operations
HARRIS HEALTH

11:00am – 11:45pm
Streamlining Discharge Planning: Clinical Operations That Accelerate Patient Flow

Effective discharge planning represents a critical intersection of clinical care and operational efficiency, requiring sophisticated coordination between physicians, nurses, case managers and ancillary services to ensure safe and timely patient transitions. This session explores how command centers are transforming discharge operations by providing real-time visibility into discharge barriers, coordinating post-acute placements and facilitating communication between clinical teams and external care providers. Attendees will learn how to implement discharge tracking protocols that identify patients ready for transition, coordinate insurance authorizations and arrange appropriate follow-up care while maintaining clinical safety standards.
The session examines practical strategies for managing complex discharge planning, coordinating home health services and ensuring medication reconciliation processes that prevent readmissions. Participants will discover how command center coordination can eliminate discharge delays, improve bed turnover rates and enhance care transitions while supporting clinical quality and patient satisfaction.

Abby Conner, MBA
Operations Consultant
CARILION CLINIC

11:45am – 12:30pm
Emergency Preparedness: How Command Centers Can Support Emergency Management at a System and Local Level

Centralized patient flow centers use real-time data to improve efficiencies by optimizing bed management, streamlining process and facilitate transfers between facilities. Emergency management involves having a plan and procedures in place for when a hospital faces a critical event or situation. This session explores how to incorporate emergency management into centralized patient flow centers to coordinate a hospital's response during an emergency to manage the surge of patients, coordinate patient movement and ensure the hospital's capabilities are not overwhelmed.

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

12:30pm
Conference Concludes

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WORKSHOP

Friday, January 16, 2026 • 12:45pm – 2:45pm

Perioperative Excellence: Optimizing Surgical Coordination and OR Efficiency through Procedural Smoothing

This session explores how procedural smoothing, guided by queuing theory, enhances surgical coordination and operating room (OR) efficiency. Surgical services require seamless collaboration across clinical teams, precise scheduling, and specialized equipment. Learn how command centers improve visibility into OR schedules, streamline equipment logistics, and facilitate communication among surgical, anesthesia, and post-op care teams.

Attendees will gain practical strategies for:

- Managing surgical delays and emergency interventions
- Coordinating post-operative bed placement to support recovery
- Matching and planning for elective and non-elective demand
- Tracking surgical milestones and specialty consultations
- Navigating complex, multidisciplinary surgical pathways using resource-aware scheduling and block optimization

Hallie Kreul
Consultant
PATIENT FLOW STRATEGIES LLC

Lead Sponsor

Mōvi Healthcare is a software company that helps healthcare organizations manage all aspects of the medical transportation process. Mōvi works with health systems, senior care facilities, and PACE programs to take control of their transportation operations and bring visibility to their business lines. Improve throughput, reduce cost, alleviate burdens on staff, and improve patient experiences—all in one streamlined platform.

Executive Sponsor

GE HealthCare's Command Center software is a real-time and predictive control system designed to optimize patient care operations and impact clinical and financial outcomes. Hospitals around the world use the system to help manage patient flow and capacity, mitigate bottlenecks, eliminate inefficiencies, expedite discharges, and improve access to care.

Luncheon Sponsor

Pulsara is the HIPAA-compliant healthcare communication and logistics platform that enables fast, secure, end-to-end communication through patient events. Using a smart device or desktop, Pulsara users can activate care teams, receive alerts from EMS, share vital patient information, and coordinate patient care as a case evolves. Within a dedicated patient channel, team members can log vitals, upload photos, record audio, and communicate with each other through secure messaging or live audio/video calls. With Pulsara, every member of the care team is kept informed of the exact information they need to know, when they need to know it. Pulsara unites teams and connects organizations to create a regional system of care that scales with the community's needs. For more information, visit www.pulsara.com.

Exhibitors

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:

2026 PATIENT FLOW MANAGEMENT SUMMIT

2026 AI IN HEALTHCARE SUMMIT
Intelligent Healthcare Solutions for Sustainable Growth and Patient Outcomes

VENUE

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3600 Las Vegas Blvd. S.
Las Vegas, NV 89109
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**Mention BRI Network to get the discounted rate of $169/night*

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852 Franklin Avenue, Suite 205
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800-743-8490
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CMD0126

2026 HOSPITAL COMMAND CENTER MANAGEMENT SUMMIT

January 15-16, 2026 • Bellagio • Las Vegas

Registration

☐ **Conference** ☐ **Conference & Workshop**

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HOSPITALS/HEALTH SYSTEMS/HEALTH PLANS			
Register by	**11/28/25**	**12/19/25**	**1/15/26**
Conference Only	$1195	$1395	$1595
Conference + Workshop	$1395	$1595	$1795

VENDORS/SOLUTION PROVIDERS			
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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.