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About the Conference

As infusion therapy becomes increasingly essential for managing chronic diseases, cancer care and specialty medications, healthcare organizations face critical decisions about infusion center models, regulatory compliance, reimbursement optimization and operational efficiency. Whether operating hospital-based centers, ambulatory infusion suites, pediatric programs, home infusion services or freestanding facilities or FQHC-affiliated programs, leaders must navigate complex regulatory frameworks while maintaining financial viability in an environment of rising drug costs, biosimilar adoption and evolving payment models.

Business Research Intelligence Network presents the Infusion Centers of Excellence Summit, bringing together infusion center directors, pharmacy leaders, nursing executives and financial managers to explore proven strategies for building successful infusion programs across diverse organizational models and regulatory settings.

The summit aims to equip healthcare organizations with practical knowledge to optimize infusion center operations, ensure regulatory compliance and drive sustainable financial performance. Our speakers will share real-world strategies for maximizing reimbursement across payer types, leveraging technology for operational efficiency, building effective staffing models, managing specialty drug supply chains, optimizing biosimilar adoption and creating exceptional patient experiences.

Join us as we tackle the operational challenges unique to infusion care delivery and explore innovative approaches to thriving in this complex but rewarding healthcare sector. This is an essential event for leaders serious about building centers of excellence that deliver outstanding clinical outcomes and strong financial results.

Agenda

Day One – Monday, April 27, 2026

7:30am – 8:15am
Conference Registration & Networking Breakfast

8:15am – 8:30am
Chairperson's Opening Remarks

8:30am – 9:15am

Biosimilars in Infusion Practice: Clinical Adoption, Payer Dynamics and Cost Management
Biosimilars represent one of the most significant opportunities for infusion centers to reduce drug costs while maintaining clinical outcomes, yet adoption remains inconsistent. This session provides a comprehensive roadmap for biosimilar integration including understanding the regulatory pathway, interchangeability designations and clinical evidence supporting biosimilar use, provider education strategies to build confidence in biosimilar prescribing and address misconceptions, patient communication approaches that emphasize safety, efficacy and cost benefits without undermining trust, payer coverage policies including preferred biosimilar lists, step therapy requirements and prior authorization processes, coding and billing considerations to ensure proper reimbursement, and formulary management strategies including automatic substitution protocols and therapeutic interchange programs. Learn from centers that have successfully transitioned significant volumes to biosimilars, achieving millions in cost savings while maintaining quality and patient satisfaction. You'll leave with talking points for physician engagement, patient education materials and implementation timelines that work in real-world settings.
Kelly Kish Newman, MS, RN
President
Oncology Convergence, Inc./Sunshine Billing

9:15am – 10:00am
Addressing Healthcare Workforce Challenges in an Aging America: Strategies for Infusion Centers
The healthcare workforce crisis intensified following the 2020 pandemic, with mass departures of pharmacists and nurses driven by compassion fatigue and burnout, creating unsafe environments and compromising patient outcomes. As Baby Boomers (aged 60-79) enter peak healthcare utilization years, infusion centers face unprecedented demand—93% of seniors manage at least one chronic condition, yet severe staffing shortages persist. This session explores practical strategies for workforce retention that address burnout, staffing models ensuring safe patient care despite shortages, workflows optimized for complex geriatric patients with multiple chronic conditions, and innovative delivery models including home infusion services. Attendees will learn how leading infusion centers are building resilient teams and adapting operations to serve aging populations effectively despite workforce constraints.
Traci Sanginiti
Specialty Pharmacy Infusion Technician, Social Worker & Holistic Health Practitioner
Jefferson Health

10:00am – 10:30am
Networking & Refreshments Break

10:30am – 11:15am
The Four-Domain Infusion Nurse: Clinical, Operational, Financial, and Service Excellence
As infusion care rapidly shifts to ambulatory settings, the role of the infusion nurse has expanded beyond clinical administration to include operational awareness, financial stewardship, and patient experience excellence. Yet many organizations continue to develop infusion nurses primarily through a clinical competency lens. This session introduces the Four-Domain Infusion Nurse framework, outlining the essential clinical, operational, financial, and service competencies required for high-performing ambulatory infusion programs. Participants will gain practical strategies to strengthen nurse readiness, improve throughput and revenue integrity, and enhance the patient experience in today’s complex outpatient infusion environment.
Jannifer Stovall, RN, BSN, MBA, CRNI, IgCN

Chief Nursing Officer
Premier Infusion Care

11:15am – 12:00pm
Infusion Navigation from Order to Infusion: building a high-reliability Infusion Center That Improves Compliance and Profitability
Objectives:
Recognizing common failure points between order entry and infusion delivery.
Understand how upstream flow affects compliance and reimbursement.
Apply high reliability concepts to infusion operations.
Identify practical steps to improve readiness, reliability, and financial performance.
Topics to be discussed will include:
1. Why infusion centers struggle (the cost of getting it "almost right" and maybe why denials and delays are symptoms).
2. The order to infusion workflow (before our infusion navigator/after) areas of disconnect where care is fragmented- and our infusion collaboration meetings.
3. High-reliability infusion centers: A practical framework (standardize readiness before scheduling, aligning clinical, operational, pharmacy, and revenue teams).
4. Real word applications and key takeaways (Small operational changes with high impact).
Keith Walker, RN
Cancer Center and Infusion Center Manager
Uintah Basin Medical Cancer Care and Infusion

Stashia Dahlberg
Cancer Center and Infusion Center Manager
Uintah Basin Medical Cancer Care and Infusion

12:00pm – 1:00pm
Luncheon

1:00pm – 1:45pm
Building and Retaining Your Infusion Team: Staffing Models That Work 2. Conference Abstract
Infusion centers face growing staffing instability that impacts patient safety, output, and overall clinical performance. Rising patient acuity, treatment complexity, and workforce shortages have made traditional staffing structures insufficient across ambulatory, hospital-based, and home infusion environments. This session presents a concise, evidence-informed approach to strengthening infusion workforce stability through optimized staffing models, flexible recruitment strategies, and structured onboarding practices. Participants will learn how acuity-based nurse-to-patient ratios, competency-based hiring, and standardized training frameworks can enhance operational efficiency and nurse readiness. The session also highlights practical, leadership-driven retention strategies—including psychological safety, equitable workload distribution, and career development pathways—that directly support long-term engagement and workforce resilience.
Learning Objectives:
- Describe the operational and clinical impact of staffing instability in infusion settings, including effects on safety, throughput, and patient engagement.
- Apply an acuity-based nurse-to-patient ratio framework that incorporates treatment complexity, monitoring needs, and infusion center layout.
- Identify effective recruitment approaches such as competency-based hiring, internal PRN pipeline development, and targeted digital outreach.

- Develop structured onboarding and competency validation processes that build clinical confidence and reduce early turnover among infusion nurses.
- Implement evidence-supported retention strategies emphasizing leadership presence, psychological safety, career progression, and workload equity.

Teresa Patawaran Buco, RN, IgCN, IVT Instructor,DT, PhT
National Director of Nursing and General Manager
Specialty Care Infusion

1:45pm – 2:45pm
Panel: **Building Operational Excellence in Infusion Centers: Multi-Disciplinary Strategies for Clinical Quality, Compliance and Financial Performance**
Running a successful infusion center requires seamless collaboration between nursing leadership, pharmacy operations, clinical quality and revenue cycle management. This panel brings together leaders from different operational roles to discuss how nursing directors ensure competency, safety and patient experience while supporting billing compliance, how pharmacy leaders optimize therapy selection and manage specialty drug costs, how quality directors build documentation standards that satisfy regulators and support reimbursement, and how these functions coordinate to create efficient workflows without sacrificing safety. The discussion will cover staffing models that balance clinical needs with budget constraints, technology investments that improve coordination, strategies for cross-functional communication when nursing, pharmacy and billing speak different languages, and approaches for measuring operational performance across quality, safety and financial metrics. Attendees will gain insights from leaders who have built high-performing, collaborative teams that deliver exceptional patient care while maintaining regulatory compliance and strong financial results.
Panelists:
Dianeysis H. Avendano PharmD. CPh. BCPS., BCSCP
Pharmacy Clinical Manager
Memorial Specialty Pharmacy

Stashia Dahlberg
Cancer Center and Infusion Center Manager
Uintah Basin Medical Cancer Care and Infusion

Jannifer Stovall, RN, BSN, MBA, CRNI, IgCN
Chief Nursing Officer
Premier Infusion Care

2:45pm – 3:15pm
Networking & Refreshments Break

3:15pm – 4:00pm
Clinical & Compliance Considerations for FQHC-Affiliated Infusion Services
This presentation will explore the key clinical and regulatory considerations for operating infusion services within an FQHC setting. The session will focus on the clinic director's role in ensuring safe, compliant, and high-quality infusion care while coordinating effectively with nursing, pharmacy, and revenue cycle partners. Topics will include required nursing competencies and ongoing staff training to support safe infusion practices; medication safety, infection prevention, and adverse event monitoring in outpatient infusion settings; and documentation standards that support regulatory compliance, audit readiness, and continuity of care. The presentation will also address

how clinic leadership can partner with billing and pharmacy teams—without being billing experts—to ensure clinical workflows align with reimbursement and compliance requirements. Attendees will leave with practical strategies for strengthening clinical oversight, reducing compliance risk, and supporting sustainable infusion operations in an FQHC environment.
Stacy Davis BSN, MSN, RN, CRNI
Clinical Director of Infusion Services
Arcare/TruBlu

4:00pm – 4:45pm
TBD

5:15pm
End of Day One

Day Two – Tuesday, April 28, 2026

7:15am – 8:00am
Networking Breakfast

8:00am – 8:15am
Chairperson's Remarks

8:15am – 9:00am
Clinical Pharmacy Integration: Optimizing Therapy Selection, Safety and Outcomes
Pharmacists are underutilized assets in most infusion centers. This session explores expanding clinical pharmacy roles including pharmacist-led patient consultations, therapy monitoring and side effect management, drug interaction screening and dose optimization protocols, collaborative practice agreements that allow pharmacists to adjust therapy within approved parameters, and medication reconciliation processes that catch errors before they reach patients. You'll discover how to build the business case for dedicated infusion pharmacists through measurable improvements in safety, reduced waste and enhanced physician satisfaction with your center.
Dianeysis H. Avendano PharmD. CPh. BCPS., BCSCP
Pharmacy Clinical Manager
Memorial Specialty Pharmacy

9:00am – 9:45am
The Nurse Executive as Systems Integrator: Bridging Clinical Operations, Revenue Cycle & Regulatory Strategy in Infusion Services
This session will explore how infusion nurse leaders can unify clinical care delivery, reimbursement performance, and regulatory compliance into one cohesive operational strategy. We'll demonstrate that interdisciplinary alignment, documentation integrity, quality metrics, workforce optimization, and revenue cycle performance are not separate initiatives but interconnected systems that drive sustainable excellence in infusion centers.
Fran Brown, MSN, MBA
Nurse Manager
Premier Infusion & Home Health

9:45am – 10:15am
Networking & Refreshments Break

10:15am – 11:00am

Elevate Experience, Expand Reach, Drive Referrals

Elevating patient experience and driving sustainable infusion center growth requires deliberate strategy, disciplined execution, and alignment across operations, marketing, and sales. This session presents a practical framework for strengthening patient loyalty, expanding consumer visibility, and building referral relationships that generate consistent growth. Attendees will learn how to improve the patient journey from the first phone call to the final bill, strengthen brand credibility through reputation management and digital engagement, and develop referral strategies rooted in authentic relationship building. Participants will gain actionable insight into retaining satisfied patients, shaping their online narrative, and deepening referring provider relationships to drive measurable, sustainable practice growth.

Amanda Brummitt, FACHE

Principal

The Brummitt Group

11:00am – 11:45am

Quality Metrics and Performance Measurement: Tracking What Matters

You can't improve what you don't measure. This session identifies the metrics that drive infusion center success including operational indicators like chair utilization, patient wait times, on-time starts and throughput, clinical quality measures such as infection rates, extravasation incidents and medication errors, patient satisfaction scores and strategies for capturing meaningful feedback, and financial performance metrics including revenue per chair, contribution margin by therapy type and cost per treatment. Explore benchmarking strategies, data collection approaches and how to use metrics to drive continuous improvement.

Dayna Dixon, PhD, RN, NPD-BC, CPHQ

Clinical Associate Professor

Mount Sinai Phillips School of Nursing

12:00pm – 2:00pm

Workshop: Crafting Referral Outreach Strategies That Resonate

Building a sustainable infusion center requires more than clinical excellence. It demands strategic referral development that creates lasting physician partnerships. This interactive workshop walks through the full referral development process: identifying high value prospects, articulating a differentiated value proposition, crafting a compelling pitch, confidently making the ask, and executing consistent follow up. Designed for marketers, infusion sales representatives, and clinical leaders involved in business development, the session provides practical tools to tailor messaging for physicians, office staff, and discharge planners. Attendees will work with customizable templates and frameworks to create a refined pitch and a framework for building sustainable referral relationships that drive long term volume growth.

Amanda Brummitt, FACHE

Principal

The Brummitt Group