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Agenda

Day One – Thursday, February 25, 2027

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

8:00am – 8:15am
Chairperson's Opening Remarks

8:15am – 9:00am
Consolidation, Growth and the Path to Scale
Private equity has invested billions in infusion center consolidation, but not all acquisitions achieve their financial targets. Some independent centers thrive remaining small and focused while others scale aggressively across regions. This session will explore how independent centers maintain competitive advantage against larger chains through service quality, local relationships and operational flexibility versus how growth enables economies of scale in purchasing, technology and talent recruitment. Get a better understanding of when consolidation makes sense, which operators integrate successfully and which struggle with different cultures and operational standards.
Diane Martinez, RN, BSN, PHN
Director Clinical Services-Nursing
Cancer Destination Service Line Infusion Network
Stanford Health Care

9:00am – 9:45am
Sally is on PTO…Now What?
Beyond Heroics: Building Sustainable Infusion Operations
Every infusion center has a “Sally.” Sally is the experienced nurse, pharmacist, provider, leader, or other go-to person who knows the workaround, remembers the exception, and somehow always knows who to call. But what happens when Sally isn’t there? When operational knowledge and problem-solving become overly dependent on individual experts, even high-

performing teams can become vulnerable to inconsistency, burnout, turnover, and disruption. This session explores how infusion leaders can move beyond person-dependent operations and build reliable, sustainable systems that strengthen teams, reduce operational vulnerability, and support consistent, high-quality infusion care. Through real-world examples and practical strategies, attendees will examine how standardization, clear ownership, workforce capability, interdisciplinary collaboration, escalation planning, and continuous learning can reduce unnecessary reliance on individual heroics. The discussion will also explore the operational and financial impact of turnover and why investing in reliable systems is an important workforce retention strategy. Attendees will leave with a practical "Heroics Test" they can apply to their own infusion operations to identify where key-person dependency may be hiding, determine what is making the process vulnerable, and select an actionable improvement they can take back to their organization.

Brooke Kinzer MSN, RN
Director of Infusion Services
Parkview Health

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

10:15am – 11:00am
Clinical Quality and Patient Safety in Infusion Therapy: Measuring and Improving Outcomes
Infusion therapy carries real clinical risk, from medication errors and adverse reactions to infection control and vascular access complications, and the leaders accountable for quality outcomes are increasingly expected to demonstrate measurable improvement, not just compliance. This session explores how infusion centers build quality programs that go beyond regulatory minimums, covering how leading centers track adverse events and near misses, build reporting cultures where staff feel safe flagging concerns, use quality data to drive protocol changes and communicate outcomes to both clinical staff and executive leadership.

Amy J. Jasik
Manager | Department of Oncology
Mayo Clinic

11:00am – 11:45am
From PBM Restriction to Strategic Partnership: Building Specialty Pharmacy & 340B Contract Pharmacy Models to Expand Patient Access and Create Shared Value
The presentation will share practical experience on how Covered Entities can work with PBM-designated specialty pharmacies to develop mutually beneficial contract pharmacy arrangements—expanding patient access while creating sustainable value for both the Covered Entity and specialty pharmacy.

Linh Tran, CPA, 340B ACE, CMPE, CHA, CIFHA, MS
Chief Financial Officer
MyCHN

William Parker, Jr., MBA, RPh
Chief Pharmacy Officer
MyCHN

11:45am – 12:30pm
What Payers Really Want: An Infusion Access Discussion
The infusion landscape is changing, and with it, the way health plans think about access to care. As payers look for ways to improve affordability while maintaining high-quality care and a positive member experience, they are increasingly evaluating whether the existing infusion ecosystem is equipped to meet the needs of their populations. In this session, Natalie Casimir, Head of Payer Strategy at IVX Health, will explore how payers are thinking about the future of infusion access and what they are looking for from infusion providers and solutions. The discussion will examine the key dimensions of access from a payer perspective—including geographic availability, capacity, breadth of clinical services and therapies, and the patient experience and how these factors come together to create a more effective infusion strategy. Natalie will also explore the broader questions health plans are asking as they consider how to make infusion care more accessible, sustainable, and aligned with the needs of their members. By looking at infusion through the lens of the payer, attendees will gain a better understanding of what is driving payer priorities, how expectations are evolving, and what the future of accessible infusion care may look like.
Natalie Casimir
Head of Payer Strategy
IVX Health

12:30pm – 1:30pm
Networking Lunch

1:30pm – 2:15pm
Staffing and Retention in a Competitive Labor Market: Building Nursing Excellence
Infusion centers face acute nursing shortages as hospitals and home health compete for limited talent with aggressive recruiting and higher pay. High turnover increases training costs, disrupts continuity of patient care and impacts clinical quality. Centers successfully retaining nursing staff invest in career development, build strong team culture, offer competitive compensation and create opportunities for advancement within growing organizations. This session examines building sustainable nursing teams. Learn how leaders recruit experienced infusion nurses versus training entry-level staff, balance these approaches and calculate total cost of turnover including training, lost productivity and patient relationship impact. Hear strategies for retention including continuing education support, scheduling flexibility, clear career paths and recognition programs.
Jamie Brown, RN, BSN, MSN
Manager, Outpatient Infusion Services
Bon Secours St. Francis Cancer Center

2:15pm – 3:15pm

Panel: Quality, Compliance and Consolidation: Managing Risk in a Changing Market

As infusion centers consolidate, scale and face intensifying accreditation and audit scrutiny, quality and compliance leaders are being asked to defend outcomes on multiple fronts at once. This panel explores how organizations maintain clinical quality standards while growing, what accreditation surveyors are actually looking for and how consolidation changes the risk calculus for both independent centers and larger networks. Panelists will discuss building reporting cultures, staying audit-ready year-round and the tradeoffs of scale versus local control.

Panelists:

Diane Martinez, RN, BSN, PHN
Director Clinical Services-Nursing
Cancer Destination Service Line Infusion Network
Stanford Health Care

Amy J. Jasik
Manager | Department of Oncology
Mayo Clinic

Fatimah Muhammad, FHFMA, CHFP, 340B ACE
Director of 340B Pharmaceutical Services
Specialty Pharmacy | Drug Replacement | ADM Pharmaceutical Services
Saint Peter's University Hospital

3:15pm – 3:45pm

Networking & Refreshments Break

3:45pm – 4:30pm

The Infusion Margin Equation: 340B, Compliance, and the Hidden Risks Behind High-Cost Drugs

The 340B program offers significant savings on high-cost drugs, but compliance missteps, audit vulnerabilities and reimbursement complexity can quickly erase margins and create organizational risk. Many infusion programs lack visibility into where financial and compliance exposure occurs across the drug lifecycle, from acquisition through billing and reconciliation. This session examines the intersection of 340B program management, compliance requirements and infusion margin performance. Attendees will learn where financial and compliance risks hide in high-cost drug programs, common audit findings and how to address them, strategies for optimizing reimbursement while maintaining 340B compliance, and practical frameworks for building audit-ready programs. Participants will leave with actionable strategies applicable to their own infusion operations and a clearer picture of their margin equation.

Fatimah Muhammad, FHFMA, CHFP, 340B ACE
Director of 340B Pharmaceutical Services
Specialty Pharmacy | Drug Replacement | ADM Pharmaceutical Services
Saint Peter's University Hospital

4:30pm – 5:15pm
Infusion Therapy Safety Within the Patient's Home: Managing Risks When Care Moves Beyond the Center
As infusion services expand into home settings, unique safety challenges emerge, from patient monitoring limitations to documentation requirements to caregiver training. Home infusion nursing requires different protocols and safeguards than center-based care. This session explores the home infusion safety landscape including patient risk assessment, environmental hazards, medication administration without on-site support, infection control and documentation practices that protect safety and liability. Attendees will learn how home health agencies manage infusion risks, common safety gaps and how infusion centers can better coordinate with home health partners to ensure safe care transitions.
Tricia McVicker, JD, BSN, RN
Agency Supervisor/Director of Nursing
Heroes Home Health

5:15pm
End of Day One

Day Two – Friday, February 26, 2027

7:15am – 8:00am
Networking Breakfast

8:00am – 8:15am
Chairperson's Remarks

8:15am – 9:00am
Home Infusion Expansion: Building New Revenue Streams While Maintaining Clinical Quality
Home infusion therapy is growing faster than center-based care as patients prefer the convenience and comfort of treatment at home, payors encourage lower-cost settings and new therapies suitable for home administration expand. CMS dramatically expanded home infusion therapy benefits encouraging more therapies to shift from hospital outpatient departments to home settings. Infusion centers can expand into home services capturing patients as they move across the care continuum, improving margins through lower facility costs and increasing patient lifetime value through comprehensive care models. Yet home infusion requires different operations, specialized training for mobile nurses, complex care coordination and regulatory compliance. This session explores home infusion as growth strategy.
Dipal Parikh, RPh, BCPS
Regional Manager Infusion Services, Pharmacy
Trinity Health, SEMI Region

9:00am – 9:45am
Beyond the Infusion Chair: Designing a Nurse-Led Infusion Model That Scales

Growth in infusion services depends on more than adding chairs, therapies, and referral sources. Nursing capacity, competency, workforce design, and clinical workflows directly influence patient throughput, quality, safety, employee retention, and financial performance. This session examines how infusion leaders can build scalable nurse-led operations by aligning staffing models with patient acuity and treatment complexity, optimizing RN and support-staff utilization, reducing avoidable premium labor, strengthening competency and escalation systems, and identifying nursing metrics that signal both clinical and operational performance. Attendees will leave with a practical framework for evaluating whether their current nursing infrastructure can support the next stage of infusion growth.

Fran Brown, RN, MSN, MBA, CRNI
Director of Patient Care Services
Premier Infusion & Home Health

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

10:15am – 11:00am
Clinical Quality and Patient Safety in Infusion Therapy
This session puts patient safety front and center by reviewing the key components of a functional quality program that mitigates risks from adverse events and improves patient outcomes. Whether the infusion center is in the planning stages or fully operational, attendees will leave with a roadmap for performance improvement when an event (or a near-event) occurs. Attendees will be able to:

- Determine which part of an organization's quality program often falls short
- Identify at least four high-risk activities that are appropriate for tracking
- Describe the three most important rules for selecting measures
- Verbalize at least two reasons staff are not reporting quality breaches

Dianne Bourque, RN, CNOR
Board Member
QUAD A

11:00am – 11:45am
Accreditation and Regulatory Compliance: Meeting ACHC and Infusion Nursing Standards
Accreditation has become a baseline expectation for infusion centers, both as a payer and referral-source requirement and as a signal of clinical credibility. Yet preparing for and maintaining accreditation, whether through ACHC or by aligning with Infusion Nurses Society standards of practice, requires sustained investment in documentation, staff training and process discipline that many centers underestimate. This session walks through what accreditation surveyors are actually looking for, how centers build a culture of continuous readiness rather than scrambling before a survey, and how aligning with INS standards of practice strengthens both accreditation outcomes and day-to-day clinical quality. Learn how centers turn accreditation from a periodic hurdle into an ongoing operational advantage.

Jannifer Stovall, RN, BSN, MBA, CRNI
Co-Founder & Chief Executive Officer

Beyond Walls Healthcare

11:45am – 12:30pm
When Authorization Isn't Enough: Building a Payer-Ready Infusion Workflow
Prior authorization doesn't guarantee reimbursement. Infusion centers routinely face gaps between authorization approval and actual payer coverage, resulting in retrospective denials and revenue loss even when treatment was authorized. This session explores the hidden risks between authorization and payment—diagnosis-specific coverage requirements, site-of-care restrictions, policy changes and clinical criteria that shift post-authorization. Drawing on real-world examples, presenters share a practical pre-treatment vetting process to identify financial and compliance risks before the drug is administered. Attendees will learn stronger payer communication protocols, thorough eligibility verification, early risk flagging and internal safeguards that protect revenue.
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

12:30pm
Conference Concludes

12:45pm – 2:45pm
Workshop

Yanick Hicks, PharmD
Executive Director
Maxwell Leadership Certified Team

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