



2026 Hospital Command Center Management Conference

*Empowering Hospitals with Real-Time Insights, Integrated Operations, and Coordinated Response—
Advancing the Role of Command Centers in Delivering Safer, Smarter, and More Efficient Patient Care*

April 27 – 28, 2026 • The Roosevelt, A Waldorf Astoria Hotel • New Orleans, LA

Overview

In today's complex healthcare environment, operational efficiency, real-time decision-making, and coordinated care delivery are more critical than ever. Hospital command centers – often referred to as the "mission control" of modern health systems – are transforming how hospitals manage capacity, patient flow, emergency response, and resource allocation. This conference brings together healthcare executives, operational leaders, clinicians, data scientists, and technology partners to explore the evolving role of command centers in driving system-wide performance and patient-centered outcomes.

Through expert-led presentations, interactive discussions, and real-world case studies, attendees will gain deep insights into designing, implementing, and optimizing hospital command centers. Topics will include data integration and visualization, artificial intelligence and predictive analytics, care coordination, crisis management, and workforce alignment. The conference will also spotlight how command centers can support goals related to quality improvement, financial performance, patient safety, and equity across care settings. Whether you're building a new command center, enhancing an existing one, or looking to align operational excellence with clinical outcomes, this event offers a comprehensive look at the strategies, tools, and leadership models shaping the future of healthcare operations.

Intended Audience

From Hospitals, Health Systems & Providers:

Chief Executive Officers, Chief Medical Officers, Chief Clinical Officers, Chief Operating Officers, Chief Financial Officers

Also, Vice Presidents, Directors, Managers & Executives of:

- Command Center
- Transfer Center
- Medical Management
- Utilization Management
- Quality
- Appeals Management
- Patient Financial Services
- Patient Care
- Emergency Medicine
- Hospitalists
- Billing
- Medical Records
- Operations
- Strategy
- Nursing
- Readmissions
- Virtual Care
- Case Management
- Care Management
- Denial Management
- Compliance
- Admissions
- Patient Flow
- Emergency Department
- Managed Care
- Coding
- Risk
- Finance
- Clinical Documentation
- Physician Assistants

*Also of interest to Health Plans, Payers, Employer Plans, TPAs, Managed Care Organizations
Healthcare Consultants, Solution Providers, Vendors, Purchasers, Physician Groups, Behavioral Health
Centers, Healthcare Technology Innovators, Data Analytics Providers, Pharmacy Benefit Managers,
Disease Management Organizations, Home Health Care Companies, Third Party Administrators,
Pharmaceutical & Medical Device Companies, IT & Business Process Outsourcing Companies,
Enrollment Brokers and More!*

Preliminary Agenda

(Topics Subject to Change Based on Final Speaker Presentations)

Day One – Monday, April 27, 2026

7:15 *Conference Registration & Networking Breakfast*

8:15 *Chairperson's Opening Remarks*

Rashad Haymour
Chief Product Officer
highMor

8:30 Enhancing Patient Flow and Clinical Outcomes: The Role of the Physician Advisor in Hospital Transfer Centers

Carissa Tyo, MD, ACPA-C, FACEP
Medical Director, Care Management & Physician Advisors
Medical Director, Clinical Decision Unit
University of Illinois Hospital & Health Sciences System

9:15 Transfer or Teamwork: Capacity Command Centers as Policy Levers for Rural Specialty Access Equity

Katelin Morrissette, MD
Assistant Professor, Department of Medicine/Critical Care
Associate Medical Officer, Care Coordination System (CCS)
University of Vermont Health

10:00 *Networking Break & Refreshments*

10:30 Keynote Presentation: Healing the System – Three Key Components for a Better Healthcare Tomorrow

Arshiya Seth, MD
Chief Medical Officer
Community Health Center

11:15 Transforming Frontline Clinical Intuition into Actionable Signals with AI

Mitchell Quinn
Director, AI & Machine Learning

X by 2

12:00 Luncheon for All Attendees & Speakers

1:15 From Command Center to Closed-Loop Prevention: How Hospitals Can Predict, Prioritize, and Prevent at Scale

Rey Villar

Digital Solutions Architect

Calcium Health

2:00 Panel Discussion: The Future of Hospital Command Centers – Innovations, Automation, and Expansion

Matthew Siket, MD, MHCI, FACEP

Medical Officer, Care Coordination System

Chief Medical Officer, Adirondacks ACO

Associate Professor, Department of Emergency Medicine

University of Vermont Health

Carissa Tyo, MD, ACPA-C, FACEP

Medical Director, Care Management & Physician Advisors

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Katelin Morrissette, MD

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University of Vermont Health

3:00 Networking Break & Refreshments

3:30 The End of Transfer Center Hold Times: How AI Agents Are Rewriting the Playbook

Rashad Haymour

Chief Product Officer

highMor

4:15 From Chaos to Control: How Hospital Command Centers Drive Real-Time Patient Flow

DeAnna Read, LPN, CCM, MHA, LIA

Director, Case Management & Utilization Review

Loretto Hospital

5:00 End of Day One

Day Two – Tuesday, April 28, 2026

7:15 *Networking Breakfast*

8:15 *Chairperson's Recap of Day One*

Rashad Haymour
Chief Product Officer
highMor

8:30 Establishing Regional Accountability for Bidirectional Flow towards a Command Center Model

Matthew Siket, MD, MHCI, FACEP
Medical Officer, Care Coordination System
Chief Medical Officer, Adirondacks ACO
Associate Professor, Department of Emergency Medicine
University of Vermont Health

9:15 A Few Case Studies on How AI is Transforming Revenue Work in Hospital Command Centers

Dave Meyer
Principal
Cogent Advisors
Lead, Risk Adjustment Practice
EBG Associates

10:00 *Networking Break & Refreshments*

10:30 Any Bed is not Any Bed: The Effect of Inpatients on Observation Units During Capacity Surge

Bonnie Clement, DNP, Ed-D, RN, CMSRN, CNML, FAMS
Nurse Manager, Extended Recovery & Short-Stay Unit
Fairview Southdale Hospital

11:30 *Conference Concludes*

Workshop Session

Monday, April 27, 2026 • 5:05 p.m. – 6:30 p.m.

HHH – Healthcare Happy Hour: No Wrong Door, Transforming the ED and Urgent Care into the Front Door for Integrated Health

An interactive discussion about how to leverage AI to transform the way integrated care is plugged into emergency and urgent care (with a couple of reds and whites...the original VBC).

Dave Meyer

Principal

Cogent Advisors

Lead, Risk Adjustment Practice

EBG Associates