



2026 MUSE Inspire Conference – Product Showcase Sessions

501 - EHR Insights: Eliminating Disruption with Operational Intelligence

Presenter: Jacob Wheeler

Organization: CloudWave

Scheduled: Wednesday May 20 at 1:15 pm

Every minute of EHR disruption directly impacts both patient care and hospital revenue. Despite the critical nature of these systems, IT teams are often hindered by cryptic EHR alerts that lack context, forcing them into time-consuming manual investigations and exhausting cycles of "alert noise".

This showcase introduces EHR Insights, an intelligent translation layer designed to bridge the gap between application behavior and infrastructure health. By utilizing AI agents to correlate real-time infrastructure telemetry with MEDITECH alert data, EHR Insights provides immediate clarity into the root cause of performance issues. The platform goes beyond traditional monitoring by adding application-aware operational intelligence, transforming raw data into actionable, guided remediation steps.

Attendees will learn how this service:

- Accelerates Resolution: Reduces Mean Time to Detection (MTTD) and Resolution (MTTR) through automated root cause identification
- Enhances Staff Efficiency: Empowers teams to act confidently with custom resolution playbooks and intelligent alert consolidation
- Protects Revenue and Care: Minimizes downtime risk, ensuring uninterrupted hospital operations and predictable system performance
- Drives Leadership Visibility: Provides a centralized, real-time dashboard for historical context and trend analysis, essential for executive-level oversight

Jacob Wheeler is the Director of Solutions Engineering for CloudWave. He leads the solutions engineering team and regularly meets with healthcare organizations to design technology and

cybersecurity solutions to meet their unique needs and manage their IT infrastructure's availability, performance, and security. Before this role, Jacob led the Product Management of CloudWave's portfolio since 2014. Jacob regularly presents to healthcare audiences about how to mitigate cybersecurity threats and educates them about cybersecurity strategies.

502 - Improve Patient Medication Understanding with Meducation

Presenter: Jeff Flake

Organization: FDB (First Databank, Inc)

Scheduled: Friday May 22 at 9:25 am

Improve Patient Engagement, Reduce Readmissions and Improve patient understanding of and adherence to medications – regardless of language barriers, age, or complexity.

Meducation is a Smart on FHIR application that provides a tool for clinicians to create custom Regimen schedule views for patients with all of their medications displayed and translated into over 30 languages. The Meducation smart on FHIR application is integrated into MEDITECH Expanse to allow easy access within your clinical workflow.

Jeff Flake has been a project manager and implementation consultant working in healthcare for over 20 years. He leads large enterprise projects for healthcare systems as well as small projects for independent pharmacies. Helping provide clinical teams with better solutions to improve patient outcomes has been a theme throughout my career.

Jeff currently leads the implementation team for FDB's Meducation solution. Our team works closely with clinical and IT teams to integrate Meducation into various clinical workflows. Meducation helps improve patient health literacy and adherence to medications by providing the patient's medication regimen and individual medication information in over 30 languages.

503 - Using AI Automation to Reshape Non-Clinical Operations

Presenter: Ted Dinsmore

Organization: SphereGen Technologies

Scheduled: Thursday May 21 at 2:45 pm

AI is rapidly becoming the force multiplier that is redefining how work gets done. Our presentation highlights how AI-driven automation is transforming workflows by multiplying productivity, reducing manual effort, and unlocking new levels of efficiency to deliver ROI.

Gain a clear understanding of the AI journey through the stories of our customers' use cases. From initial exploration to successful adoption and measurable outcomes, this session offers a

realistic perspective on how organizations evolve with AI. We will highlight what implementation truly involves – identifying the right use cases, aligning resources, navigating common pitfalls, and building momentum for broader adoption. Participants will learn how to navigate the AI landscape, maximize productivity, and drive sustainable operational improvements.

Ted Dinsmore is the President of SphereGen Technologies located in New Haven, Connecticut, Toronto, Canada and Pune, India. SphereGen is a software consulting firm that develops and supports custom software solutions for clients in the U.S., Canada and Europe, in AI/Automation, Application Development and Extended Reality (AR, VR, MR). His experience in the world of IT spans over 30 years.

When Ted started his first consulting firm, he became invested in developing and supporting Microsoft solutions for large multinational companies. Wanting to stay at the forefront of emerging technologies, his current company SphereGen embraced the world of AI/Automation and Mixed Reality (MR). SphereGen focuses on improving processes for healthcare and manufacturing organizations by leveraging innovative technologies, along with partners Microsoft and UiPath, to solve business problems.

Ted often speaks at industry gatherings to educate organizations about AI and Automation and the positive impact to productivity. His presentations include actual case studies which demonstrate working automations.

504 - The Autonomous Shift: How Auxo Can Plan, Prioritize, and Help Execute Your Revenue Cycle Strategy

Presenter: Terry Reinsager

Organization: Revology

Scheduled: Wednesday May 20 at 2:15 pm

Everyone is talking about AI's potential in RCM, but Revology is actually making it happen with Auxo. We've moved past hype with a platform that plans, prioritizes, and executes work autonomously. By reading payer behavior and system signals, Auxo doesn't just react – it adapts.

In this session, Revology Chief Revenue Cycle Officer Terry Reinsager dives into how Auxo uses Generative and Agentic AI to quickly uncover trends and suggest solutions that really work. See how it transforms A/R follow-up by automating the heavy lifting – from claim status and coding triage to drafting appeals – so your team can focus on what matters.

Terry Reinsager serves as the Chief Revenue Cycle Officer at Revology, where he leverages over two decades of deep operational expertise to bridge the gap between complex RCM challenges

and innovative technology. With a career overseeing large-scale healthcare operations, Terry has a proven track record of managing high-performance RCM teams. At Revology, he is instrumental in the strategic vision for Auxo, ensuring that the platform innovations are focused on solving real-world revenue cycle challenges.

505 - What Happens in the OR Shouldn't Stay in the OR: AI That Helps Your Whole Hospital Know It Now and Know It's Right

Presenters: Jeff Forbes and Jeffrey Oliver

Organization: LiveData

Scheduled: Friday May 22 at 10:20 am

MEDITECH knows it all. As the system of record, it stores surgical history with precision and compliance. But the OR is the nexus of hospital revenue and risk – and knowing it all is not the same as knowing it now, or knowing it's right.

When a scheduled case runs long, the cascade is immediate. The rest of the day's cases get pushed and surgeons complain. Anesthesia, SPD, patient units, and environmental services fall behind. Leadership asks why first case delays spiked this week, and pressures Informatics to build a report.

Know It Now. Know It's Right. That is the gap LiveData was built to fill – and the value IT can bring to the department that drives the most revenue in the hospital. Through best-in-class display boards and AI-powered analytics, LiveData will extend your MEDITECH Expanse investment, not replace it, across three integrated layers.

1. Know It's Right with OR-Dashboard, using a one-touch Clicker that captures surgical documentation in real time at the point of care.
2. Know It Now with real-time schedule boards that keep anesthesia, imaging, nursing units, and families in sync.
3. Know it Now using LiveData Insights, with secure AI-powered chat that lets OR leaders ask conversational questions of their own operational data, like "Which surgeons have improved or declined in block utilization compared to this time last year, and by how much?"

Results: OR delays reduced by 25%. Impactful workflow transformation, without the need for an onsite integration server. Staff are satisfied without a call to IT for another report or drilldown, based on data validated across 2M+ surgical cases at 100+ hospital systems. You'll leave this showcase with both the technical confidence and business language to share transformative possibilities with hospital leadership.

Learning objectives:

- Describe how Live Capture, Live Distribution, and Live Intelligence together give every department that depends on surgery - and the families who wait - the ability to Know It Now, while giving OR leadership AI answers they can trust because the data architecture supporting them is accurate.
- Build a low-risk, no-new-server path implementation model for verified perioperative AI, including language to make the case to clinical and financial leadership.
- Draw on Sauk Prairie Healthcare's recent experience to explain the information architecture for extracting more perioperative reporting from MEDITECH Expanse.

Jeffrey Oliver, Lt Col, Ret., CCNS, CNOR has over 30 years of nursing experience and has served in a variety of nursing roles throughout his career. He was commissioned in the United States Air Force in 1995. He was deployed three times during his twenty-five-year career. Jeff was assigned as faculty at the Uniformed Services University Graduate School of Nursing and served as the Perioperative Nursing Consultant to the Air Force Surgeon General before retiring from the Air Force in March 2021. Jeff then served as the Director of Surgical Services at a community hospital in South Carolina before joining LiveData as a Clinical Support Specialist.

Jeff Forbes, MBA brings over 30 years of high-impact sales leadership to LiveData as Vice President of Commercial Sales. He is responsible for driving strategic growth and expanding enterprise partnerships. Jeff's deep understanding of complex solution sales and commitment to customer success positions LiveData as a trusted partner for hospitals and surgical centers.

Previously Jeff served as Vice President Healthcare and Life Sciences Solutions Sales at Iron Mountain, where he led a team of 60 in developing an enterprise-class, insight-driven selling organization. Earlier, Jeff spent 14 years as Vice President of Healthcare Sales at Siemens Enterprise Communications. He holds an MBA from the University of New Haven.

506 - Axe the Fax: How AI Reduces Staff Burden and Finds the Untapped Value in Your Fax Queue

Presenters: Aditya Bansod, Debra Carpenter, Suzanne Mock, and Zac Rice

Organization: Luma Health; TriState Health; Bingham Healthcare, Blackfoot, Idaho

Scheduled: Thursday May 21 at 9:00 am

Every day, clinical staff manually sort through referrals, prior auths, and clinical notes arriving by fax, triaging by hand and hoping nothing falls through the cracks. It's a slow, invisible drag on capacity. But there are hidden opportunities if you can axe the manual fax work, while acting on the data within the fax.

This session goes beyond fax automation to show what becomes possible when AI acts on what's inside a document. TriState Health's Debra Carpenter and Suzanne Mock and Zac Rice of Bingham Healthcare join Luma's co-founder Aditya Bansod to share how Luma's operational AI

transforms inbound documents into a driver of access, revenue, and value-based care performance. A referral becomes a scheduled appointment. A prior auth gets routed without human intervention. A care gap surfaces in time to close it.

Attendees will leave with a practical framework for identifying where their own fax workflows are hiding unrealized value.

Aditya Bansod is co-founder and president of Luma Health, where he has led product innovation since 2015. With a background spanning software development, product management, and product marketing at Microsoft, Adobe, and multiple venture-backed startups, Aditya brings a technologist's perspective to some of healthcare's toughest problems.

Bansod leads Luma's strategic direction for an AI-native platform that removes bottlenecks and completes healthcare workflows end to end, for better patient outcomes and improved staff experience. With a decade of experience working closely with health systems, he has developed a vision for operational AI that solves health system challenges end to end. Luma's platform moves beyond surface-level insights to AI that actually drives outcomes, reduces administrative burden, and ensures patients get the care they need.

Debra Carpenter, Ph.D., CIO is a healthcare IT leader with more than 30 years of experience helping hospitals and health systems use technology to improve care and operations. She currently serves as CIO at TriState Health and also works as a consultant, guiding executives on digital strategy, optimization, and corporate change management. Debra holds a Ph.D. in Leadership along with advanced degrees in Data Analytics and Organizational Leadership. She is Lean Six Sigma Black Belt certified and recognized for her expertise in project governance, regulatory compliance, and analytics-driven decision-making.

507 - Patient Scheduling Augmented by Agentic Technology: Modernizing the Front Door to Revenue

Presenter: Rod Christensen

Organization: Experis Health Solutions

Scheduled: Friday May 22 at 8:30 am

For MEDITECH health systems operating in increasingly competitive markets, patient scheduling has become one of the most critical, and most fragile, points in the revenue lifecycle. As patients encounter friction during access and appointment scheduling, they rarely complain; instead, they seek care elsewhere or delay care altogether, resulting in revenue leakage, missed visits, and downstream financial impact.

Traditional scheduling models remain constrained by limited staffing, manual processes, clinic-specific rules, and restricted coverage outside standard business hours. For organizations

committed to cost discipline and operational efficiency, simply adding staff is neither sustainable nor effective.

This session explores how agentic technology, when thoughtfully integrated into MEDITECH workflows, can transform patient scheduling from a bottleneck into a strategic asset. Attendees will learn how Experis Health Solutions augments scheduling operations using a hybrid model that blends advanced conversational technology, real-time MEDITECH integration, and trained human schedulers to improve access, consistency, and revenue protection without replacing existing systems.

Learning objectives:

- Understand how patient scheduling functions as a primary driver of patient retention, access, and revenue protection within MEDITECH health systems.
- Learn how agentic technology can be safely and effectively integrated into MEDITECH scheduling workflows to increase access, consistency, and first-contact resolution.
- Identify how a hybrid AI and human scheduling model can reduce cost per interaction, support staff sustainability, and scale access during peak demand while preserving patient experience and operational control.

Rod Christensen is a healthcare technology and operations leader focused on patient access, service desk operations, and the practical application of agentic technology within EMR environments. With extensive experience supporting MEDITECH health systems, he specializes in modernizing scheduling, registration, and patient facing support while preserving existing clinical and revenue workflows.

Rod partners with IT, revenue cycle, and access leaders to integrate agentic AI and human support models that improve access, consistency, and first contact resolution, helping organizations scale services and reduce operational strain.

508 - Comprehensive EHR Learning Management: Driving Success with MedPower

Presenters: Nathan Retelle and Matt Downing

Organization: MedPower

Scheduled: Wednesday May 20 at 3:15 pm

Implementing Expanse or managing version upgrades and endless onboarding are significant undertakings for any health system. To ensure these projects and efforts succeed, your organization needs a comprehensive understanding of learner/clinician readiness and a platform that helps deliver role-based, bite-sized education seamlessly.

This session explores how informatics leaders use the complete MedPower learning management suite – spanning our intuitive LMS, specialized microlearning courses, and IQ

Analytics – to manage the full EHR lifecycle. We will demonstrate how delivering the right content at the right time improves proficiency, while simultaneously providing the C-suite with transparent training intelligence that moves beyond simple percentages to track course relevance and measure proficiency by cohort. Showcase attendees will learn how to utilize a holistic training approach to improve learning outcomes throughout their organization.

Key session highlights include:

- Complete Learning Management: Discover how our specialized healthcare LMS automates enrollments, tracks compliance, and simplifies the onboarding process.
- Targeted Microlearning: See how bite-sized, role-based education keeps clinicians focused on patient care rather than the classroom.
- Executive Visibility: Use automated reporting to provide CMIOs and CNOs with high-level metrics and peer benchmarking.
- Voice of the Learner: Using survey feedback to address misassigned roles or content challenges and/or gaps immediately.
- Reduce Training Costs: Learn how, by leveraging a hybrid training model, your organization can optimize delivery, free up trainers to focus on quality and outcomes, and even reduce in-person training time by up to 50%.

Join us to see a live demonstration of the MedPower platform and learn practical strategies to improve leadership visibility and clinician satisfaction across your organization.

Nathan Retelle is the Director Customer Success at MedPower.

Matt Downing is the CMO/CIO at MedPower.

509 - More Than Ambient: A Deep Dive with Bethany Children's

Presenters: Dr. Jean-Luc Neptune and Dr. Darin Brannan

Organization: Commure; Bethany Children's Health Center, Bethany, Oklahoma

Scheduled: Thursday May 21 at 10:00 am

Dr. Brannan and the team at Bethany Children's have pushed ambient AI far beyond its original promise, pioneering novel use cases that are now shaping the next generation of clinical tools, including Commure's Ambient AI nursing scribe.

In this session, Dr. Brannan shares the real-world journey of driving adoption, navigating seasonal utilization patterns, and building a device strategy that makes ambient a true standard of care. Walk away with a blueprint for turning a productivity tool into an enterprise-wide care transformation platform.

Dr. Jean-Luc ("JL") Neptune is a physician executive with 20+ years of experience in the health innovation space, including roles as a startup founder, ecosystem builder, investor in dozens of

digital health companies, licensed direct care provider, and clinic operator. Dr. Neptune currently serves as Clinical Commercial Leader at Commure, Inc. where he leverages his clinical and commercial background to drive revenue growth and profitability for Commure's suite of AI-powered products. Dr. Neptune is actively licensed to practiced medicine in the state of New York, board-certified through the American Board of Internal Medicine (ABIM), and earned an MBA from the Wharton School.

Dr. Darin Brannan is the Chief of Clinical Innovation, Pediatrician at Bethany Children's Health Center in Bethany, Oklahoma. Has has specialties in Pediatrics and Clinical Informatics.

Education:

- *Diploma in Tropical Medicine and Hygiene, Gorgas Memorial Institute of Tropical & Preventive Medicine & Instituto de Medicina Tropical "Alexander von Humboldt" Lima, Peru, South America*
- *Masters in Public Health (Epidemiology), University of Oklahoma College of Public Health*
- *Chief Pediatric Resident, Children's Hospital of Oklahoma*
- *Pediatric Residency, Children's Hospital of Oklahoma*
- *M.D., University of Oklahoma College of Medicine*

Certifications:

- *American Academy of Pediatrics, Board Certification in Pediatrics*
- *American Board of Preventive Medicine, Board Certification in Clinical Informatics*
- *Certificate of Knowledge in Clinical Tropical Medicine and Hygiene*
- *Certificate in Travel Health-International Society of Travel Medicine*

510 - Suki + MEDITECH Expanse: Smarter AI, Built for How Physicians Actually Work

Presenter: Katie Prevas

Organization: Suki AI

Scheduled: Thursday May 21 at 3:45 pm

What's live, what's coming, and what makes purpose-built AI different. AI is moving fast in healthcare – and so is Suki. In this session, we'll demo the latest capabilities live in MEDITECH Expanse – ambient documentation, automated E/M coding, structured ICD-10 submission, and streamlined note submission – then preview what's ahead: clinical Q&A at the point of care, and full inpatient support. Come see what AI looks like when it's designed around the physician, not just the platform.

Katie Prevas is the Medical Director at Suki.