

Ambulatory Operations Growing Access Team Leadership January 13, 2023

Dear UVA Health Team Members,

In alignment with the health system's One Future Together | Health and Hope for All [strategic plan](#), and our [vision](#) for the future of Ambulatory Operations at UVA Health, I'm pleased to share several exciting updates on our Access team's leadership.

Katie Fellows, MBA, has been promoted to Administrator, UVA Health Access. In her new role, Katie will bring greater alignment, integration, and consistency to patient access across the health system. She will be responsible for implementing industry best practices and leading-edge solutions to strengthen the Access infrastructure, while also overseeing strategic initiatives, including our [One Team | United on Access](#) project, which is modernizing our patient access model.

Katie is a 26-year veteran of UVA Health, having held several operations and access roles with University Physicians Group before moving to the Medical Center to lead patient access in 2019. Her dedication to patient access is driven by her appreciation of the phenomenal care that only UVA Health can provide and a desire to help more people receive that care. She is also a staunch advocate for Access team members, bringing their perspective to the leadership table. Please join me in congratulating Katie on her much-deserved promotion.

As part of our ongoing efforts to improve and align patient access, I'm also pleased to share that two new Director, Ambulatory Access roles are being added to manage and sustain the revamped patient access model and accommodate the increased patient and provider needs that will come with greater patient access. These directors will report to Katie and recruitment for them is already underway.

The creation of the Access Administrator role and the addition of two new director positions are meaningful personnel investments that complement the operational changes happening as part of One Team | United on Access. Taken together, these initiatives are critical to achieving our goal to radically improve patient access at UVA Health.

Again, please join me in congratulating Katie and I look forward to sharing news of our two new director hires.

With gratitude,

John Bennett, MPA
Chief Ambulatory Operations Officer
UVA Health