



SNUG 2026 CONFERENCE AGENDA



Event Categories	Group Events	Lab	LIS	Blood Bank
Genetics	Pathology	Client	Vendor	Misc

Sessions denoted with an asterisk(*) are P.A.C.E. credit eligible.

SUNDAY, APRIL 12

Group Sessions

		Siesta Key Room		
1:00 PM		SoftReports® / SoftMRT® Workshop 1:00 PM–5:00 PM SoftReports Team		
		Veranda		
6:30 PM		SNUG Annual Conference Welcome Reception 6:30 PM–9:00 PM Sponsored by the Platinum Level Sponsors, Our Partners in Innovation		

SNUG 2026 PLATINUM VENDORS



SNUG 2026 SILVER VENDORS



SNUG 2026 : MONDAY, APRIL 13

Group Sessions

Sand Key Ballroom	
7:00 AM	Breakfast / Late registration (Conference Center) 7:00 AM–8:00 AM
7:30 AM	
8:00 AM	 Opening Session 8:00 AM–9:00 AM Gilbert Hakim, CEO-SCC Soft Computer and Becky Schran, SNUG President
8:30 AM	
9:00 AM	 Town Hall Forum 9:00 AM–10:30 AM
9:30 AM	
10:00 AM	Break (Conference Center) 10:30 AM–11:00 AM
10:30 AM	
11:00 AM	 Customer Experience Forum 11:00 AM–12:00 PM
11:30 AM	
12:00 PM	Lunch (Watercolours Restaurant) 12:00 PM–1:00 PM
12:30 PM	
Siesta Key Room	
1:00 PM	 Hands-On Lab 1:00 PM–5:15 PM Available by appointment only. Please contact your CR Manager to schedule a session with SCC's Domain Experts.

Breakout Sessions

	Madeira Room	Redington Room	Belleair Room
1:00 PM	 SoftLab/Micro 5.0 Product Showcase 1:00 PM–3:00 PM Karyn Loy / Kateryna Kuznetsova	 WebDMI Features 1:00 PM–2:00 PM Greg Wojtulewski / Adam Mazur	 SoftBank Reports* 1:00 PM–2:00 PM Tracy Dorgan
1:15 PM			
1:30 PM		 Pathology: Cassette & Printers 2:00 PM–3:00 PM Joe Craig	 Integration Between SoftLab & SoftBank* 2:00 PM–3:00 PM Tracy Dorgan / Jack Pawelec
1:45 PM			
2:00 PM			
2:15 PM			
2:30 PM	Break (Conference Center) 3:00 PM–3:15 PM	 An Introduction to Equipment Maintenance within SoftTotalQC®* 3:15 PM–4:15 PM Lorrain Phelan & Bobbie Lyn Howard	 From Slides to Genes: Integrated Pathology and Molecular Diagnostics Workflows* 3:15 PM–4:15 PM Nancy Fritze-meier (UMICH) / Linda Madero (SCC)
2:45 PM			
3:00 PM			
3:15 PM		 Advanced Calculations* 4:15 PM–5:15 PM James Pomicter	 SCC Open Telemetry Solution 4:15 PM–5:15 PM Petro Sukhenko & Yury Kornilov
3:30 PM			
3:45 PM			
4:00 PM			
4:15 PM	Sessions End		
4:30 PM			
4:45 PM			
5:00 PM			
5:15 PM			

Evening Event

Watercolours Deck	
6:00 PM	 Client Presenter Appreciation Reception 6:00 PM–7:30 PM (invitation only)

SNUG 2026 : TUESDAY, APRIL 14

Group Sessions

Siesta Key Room	
8:00 AM	 <p>Hands-on Lab 8:00 AM–5:00 PM</p> <p>Available by appointment only. Please contact your CR Manager to schedule a session with SCC's Domain Experts.</p>

Breakout Sessions

	Madeira Room	Redington Room	Belleair Room	Longboat Key Room
7:00 AM	Breakfast (Conference Center)			
7:30 AM	7:00 AM–8:00 AM			
8:00 AM	 <p>Genetics Billing Setup / Transactions 8:00 AM–9:00 AM Sarah Zevin</p>	 <p>Roundtable Discussion: Standalone SoftBank® Integration with Epic Systems 8:00 AM–9:00 AM Mike Griffis & Sharon Smith</p>	 <p>RBS Rules* 8:00 AM–9:00 AM James Pomicter</p>	 <p>Vendor Presentation 8:00 AM–9:00 AM</p>
8:30 AM				
9:00 AM	 <p>Genetics Best Practice Workflows* 9:00 AM–10:00 AM Jennifer Gonzales Beaudoin</p>	 <p>Going Paperless with SoftBank 9:00 AM–10:00 AM Tracy Dorgan (SCC) / Randi Ray (CRMCW)</p>	 <p>SoftLab Multi-Site / Permissions Classes* 9:00 AM–10:00 AM James Pomicter / Kateryna Kuznetsova</p>	 <p>Your Lab, Your Systems: Ensuring Success in Clinical Lab IT Projects 9:00 AM–10:00 AM Leap Consulting Group - Platinum Vendor</p>
9:30 AM				
10:00 AM	Break / Vendor Fair (Conference Center)			
	10:00 AM–10:30 AM			
10:30 AM	 <p>Genetics: Layout Customizations (dashboards, toolbars, layout manager) 10:30 AM–11:30 AM Linda Madero</p>	 <p>SoftBank Top Support Issues* 10:30 AM–11:30 AM Terri Gibbs / Jacek Pawelec</p>	 <p>Specimen Tracking* 10:30 AM–11:30 AM Hicham Bennouna / Kateryna Kuznetsova</p>	 <p>From Voice to Value: Transforming Grossing Workflow* 10:30 AM–11:30 AM Brad Exell & Nancy Fritzemeier (UMICH) / Marek Dus (SCC)</p>
11:00 AM				
11:30 AM	 <p>WebTrack 11:30 AM–12:30 PM Laura Rodrigues de Miranda</p>	 <p>Manufactured Product Documentation and Use in SoftBank* 11:30 AM–12:30 PM Tracy Dorgan / Jacek Pawelec</p>	 <p>Copy Setup Tool 11:30 AM–12:30 PM Hicham Bennouna & Andrey Zhukov</p>	 <p>API DataDirect – Uploading Your Proficiency Testing Results Using Your LIS 11:30 AM–12:30 PM American Proficiency Institute - Platinum Vendor</p>
12:00 PM				
12:30 PM	Vendor Fair (Conference Center) / Lunch (Watercolours Restaurant)			
1:00 PM	12:30 PM–1:30 PM			
	Madeira Room	Redington Room	Belleair Room	Longboat Key Room
1:30 PM	 <p>Genetics SNAP Reports Tips & Tricks 1:30 PM–2:30 PM Justin Kotala</p>	 <p>LIS Upgrade Unlocked: Tactics, Timing, and Teamwork for Seamless Transitions 1:30 PM–2:30 PM Andrea Hawk (UMICH)</p>	 <p>Surviving a CAP Inspection with SoftTotalQC®* 1:30 PM–2:30 PM Lorrain Phelan & Bobbie Lyn Howard</p>	 <p>SoftMedia®: Setup Overview and Latest Features* 1:30 PM–2:30 PM Timur Ljubuncic</p>
2:00 PM				
2:30 PM	 <p>SoftTotalQC® File Build Overview* 2:30 PM–3:30 PM Lorrain Phelan & Bobbie Lyn Howard</p>	 <p>Instrument Interface Implementation and Troubleshooting 2:30 PM–3:30 PM Doug Davidson</p>	 <p>SoftID Best Practice and New Functionality* 2:30 PM–3:30 PM Brian Stulak</p>	 <p>Serving on the SNUG Executive Board 2:30 PM–3:30 PM Becky Schran (OLM)</p>
3:00 PM				
3:30 PM	Break / Vendor Fair (Conference Center)			
	3:30 PM–4:00 PM			
4:00 PM	 <p>SoftPathDx Accessioning* 4:00 PM–5:00 PM Linda Madero / Marek Dus</p>	 <p>Printer Management by LIS Administrators 4:00 PM–5:00 PM Piotr Tabisz</p>	 <p>SoftMic Worklists: Unique Setups* 4:00 PM–5:00 PM Randy Carter / Denys Ivashchenko</p>	 <p>Field Guide to LIS Mastery: Training for Adventurers of Every Kind 4:00 PM–5:00 PM Andrea Hawk (UMICH)</p>
4:30 PM				
5:00 PM	Sessions End			

Evening Event

Veranda	
5:30 PM	 <p>Vendor Reception 5:30 PM–6:30 PM</p>

SNUG 2026 : WEDNESDAY, APRIL 15

Group Sessions

Siesta Key Room	
7:00 AM	 Hands-on Lab 7:30 AM–4:30 PM Available by appointment only. Please contact your CR Manager to schedule a session with SCC's Domain Experts.

Breakout Sessions

	Madeira Room	Redington Room	Belleair Room	Longboat Key Room
7:00 AM	Breakfast / Vendor Fair (Conference Center)			
7:15 AM	7:00 AM–7:30 AM			
7:30 AM	SNUG Business Meeting			
8:30 AM	7:30 AM–9:00 AM			
9:00 AM	 Migrating for AIX Servers to Cloud 9:00 AM–10:00 AM Becky Schran (OLM) & Kristin Tucker (ADENA)	 SoftExpressPlus®: Overview and New Features 9:00 AM–10:00 AM Randy Carnahan	 SCC Portals New Features 9:00 AM–10:00 AM Lesa Einhorn / Kateryna Povod	 SCC Reporting Tools Across Modules 9:00 AM–10:00 AM Kim Schroeder / Shireen Lakhan / Denys Ivashchenko
9:15 AM				
9:30 AM				
9:45 AM				
10:00 AM	Break / Vendor Fair (Conference Center)			
	10:00 AM–10:15 AM			
10:15 AM	 STAR Beginner 10:15 AM–12:15 PM Donnice Picart	 Exploring New Ideas for Quality Control and Maintenance Documentation in SoftBank & SoftDonor* 10:15 AM–11:15 AM Tracy Dorgan	 Upgrade/Migration to 5.0 10:15 AM–11:15 AM Jane B. / James P. / Hicham B. / Lorraine P. / Bobbie H. / Nikolay K. / Karyn L. / Denys I.	 SoftMRT: Management Report Toolkit 10:15 AM–11:15 AM Anna Drozdzial
10:30 AM				
10:45 AM				
11:00 AM				
11:15 AM		 How to Create a Training Plan for New Employees* 11:15 AM–12:15 PM Tracy Dorgan	 Setting Up a New Blood Bank in One Site* 11:15 AM–12:15 PM Andrea Hawk / Monica Tetreault (UMICH)	 Making SoftID More Research-Hospital Friendly: Bridging Clinical, Research, and EHR Complexity* 11:15 AM–12:15 PM Maria Cepero & Girum Nigusie (NIH)
11:30 AM				
11:45 AM				
12:00 PM				
12:15 PM	Lunch (Watercolours Restaurant)			
12:45 PM	12:15 PM–1:15 PM			
	Madeira Room	Redington Room	Belleair Room	Longboat Key Room
1:15 PM	 STAR Advanced 1:15 PM–3:15 PM Donnice Picart	 SoftBank and SoftDonor Troubleshooting* 1:15 PM–2:15 PM Tracy Dorgan	 Pathology: WebRSO 1:15 PM–2:15 PM Sarah Zevin / Marek Dus	 SoftBI Product Showcase 1:15 PM–3:15 PM Jim Maloy
1:30 PM				
1:45 PM				
2:00 PM				
2:15 PM		 SoftBank & SoftDonor Downtime Procedures and Tips* 2:15 PM–3:15 PM Tracy Dorgan	 SoftURF: Streamline Referral Testing 2:15 PM–3:15 PM Kateryna Povod / Kateryna Kuznetsova	
2:30 PM				
2:45 PM				
3:00 PM				
3:15 PM	Break / Vendor Fair (Conference Center)			
	3:15 PM–3:30 PM			
3:30 PM	 Genetics: MRNet Software Upgrade 3:30 PM–4:30 PM Karyn Campbell (ARCBS)	 Implementing Interfaces to Haemonetics Blood Storage Devices 3:30 PM–4:30 PM Sharon Smith & Renea Ivey	 The Future of Artificial Intelligence in SCC Applications: Practical Innovation for Modern Laboratories 3:30 PM–4:30 PM Leszek Rumak	 HIS/HL7 Troubleshooting – Legacy and MOM 3:30 PM–4:30 PM Mirzet Babahmetovic
3:45 PM				
4:00 PM				
4:15 PM				
4:30 PM	Sessions End			

Evening Event

Yacht Starship IV Cruise	
6:30 PM	 SCC's Client Appreciation Banquet 6:30 PM–10:00 PM

SNUG 2026 : THURSDAY, APRIL 16

Breakout Sessions

	Madeira Room	Redington Room	Belleair Room
8:00 AM	Breakfast (Conference Center) 8:00 AM–9:00 AM		
8:15 AM			
8:30 AM			
8:45 AM			
9:00 AM	 SoftBioBank Features 9:00 AM–10:00 AM Laura Rodrigues de Miranda	 SoftMic Troubleshooting* 9:00 AM–10:00 AM Randy Carter	 Genetics Discrete Reporting 9:00 AM–10:00 AM Jennifer Gonzales / Stewart Haeckl
9:15 AM			
9:30 AM			
9:45 AM			
10:00 AM	Break (Conference Center) 10:00 AM–10:15 AM		
10:15 AM	 Basic Genetics Troubleshooting* 10:15 AM–11:15 AM Linda Madero	 SoftMic Mini System Configuration* 10:15 AM–12:15 PM Randy Carter	 SoftAR – Overview of Setup/Best Practices/Tips & Tricks 10:15 AM–11:15 AM Dolores Vadi
10:30 AM			
10:45 AM			
11:00 AM			
11:15 AM	 SCC SIFs / Synchs: Process, Tips, and Management 11:15 AM–12:15 PM Donnice Picart & Lori Toby		 Integrating SoftTotalQC and Genetics Suite* 11:15 AM–12:15 PM Toni Resina
11:30 AM			
11:45 AM			
12:00 PM			
12:15 PM	Lunch / Conference Adjourns (Watercolours Restaurant) 12:15 PM–1:15 PM		
12:30 PM			
12:45 PM			
1:00 PM			