



## **The ABCs of Quality**

*WE-193 / 1 Hour*

*Faculty: Jennifer L. Wiler, MD, MBA, FACEP*

**Wednesday, October 10 / 10:00 AM - 10:50 AM**

Where do quality measures come from? We are held accountable for meeting the measures and our finances are impacted by them, but do we know their origin or impact? The speaker will review the complicated process of quality measure development as it applies to emergency medicine.

## **Applying the Principles of Lean Management to Healthcare**

*WE-170 / 1 Hour*

*Faculty: Thom A. Mayer, MD, FACEP*

**Wednesday, October 10 / 8:00 AM - 8:50 AM**

Improving ED operations and processes is one of our biggest challenges. Many past modalities have attempted to attain improvements, including total quality management, Six Sigma, rapid cycle testing, patient satisfaction initiatives, and others. Lean management, developed by Toyota as part of its Toyota Production System (TPS), is a methodology to accelerate the pace of improvement in healthcare. Through the use of case studies, the speaker will discuss how lean management principles can be applied in the ED.

## **Benchmarking Your Way To Success**

*TU-138 / 1 Hour*

*Faculty: Michael A. Granovsky, MD, CPC, FACEP; Thom A. Mayer, MD, FACEP*

**Tuesday, October 9 / 3:00 PM - 3:50 PM**

ED benchmarking standards provide the tools required to optimize how your department functions. Practical solutions and management techniques will be explored to optimize financial performance, patient satisfaction, throughput, and quality scores. Learn the ED benchmarks you need to ensure your department is viewed as a winner by your hospital administration, the hospital board, and your medical staff colleagues. Harness this information to enhance patient flow and departmental revenue.

## **Bridging the Gaps**

*TU-150 / 1 Hour*

*Faculty: Gary W. Tamkin, MD, FACEP*

**Tuesday, October 9 / 4:00 PM - 4:50 PM**

Ever wish you understood a baby boomer? A millennial? Gen X? Our EDs currently employ a diversity of workers, each with their unique developmental history and view of the future. The speaker will review concepts, principles, pearls and practical suggestions for effective communication and operational excellence amidst the very real differences we experience, including generational and gender differences.

## **Code Blue: Communication Breakdown Drives Diagnostic Failure in the ED**

*TU-102 / 1 Hour*

*Faculty: Dana B. Siegal, RN, CPHRM; Carrie D. Tibbles, MD*

**Tuesday, October 9 / 10:00 AM - 10:50 AM**

EDs are risky, crowded, high-pressure environments in which patients are often managed

with incomplete historical information. Medical staff are overworked and under pressure dealing with multiple patients and their medical problems. Too often biases are at play when trying to quickly diagnose these patients. CRICO Strategies analyzed its malpractice data and determined the top five medical error areas. This presentation offers greater understanding of ED medical errors and provides a roadmap to tackle these problems with practical, real world solutions.

### **Critical Decisions in Chaotic Situations - Error Reduction: Tools and Techniques**

*TU-114 / 1 Hour*

*Faculty: Jennifer L. Wiler, MD, MBA, FACEP*

**Tuesday, October 9 / 12:30 PM - 1:20 PM**

What you don't know might kill them! Medical errors are common, and if you see enough patients, eventually errors will occur. Fortunately, most errors are predictable and avoidable. The speaker will guide you through selected case presentations illustrating medical errors and identifying strategies for detection and avoidance of medical errors.

### **Everyday Leadership: Secrets From Great Minds Through the Ages**

*MO-05 / 1 Hour*

*Faculty: Amal Mattu, MD, FACEP*

**Monday, October 8 / 8:00 AM - 8:50 AM**

Individuals want to follow successful leaders. This definition implies nothing about titles, money, or delegated power. History is rife with examples of "ordinary" people becoming great leaders; as well as figureheads who were not great leaders. The difference was often simple behaviors and attitudes. The speaker will discuss qualities and characteristics of truly successful leaders. Participants will acquire new leadership skills and understand that these skills are critical to success in all walks of life, whether as a national leader, emergency physician, spouse, and/or parent.

### **Hospital-Wide Patient Flow: Cracking the Code**

*WE-185 / 1 Hour*

*Faculty: Kirk B. Jensen, MD, MBA, FACEP*

**Wednesday, October 10 / 9:00 AM - 9:50 AM**

Are excessive waits, delays, and boarders in your ED inevitable? It seems that way if your attempts to improve flow only focus on the ED. Improving patient flow is a campaign for the entire healthcare system. The speaker will teach you how to identify and effectively deal with the constraints and bottlenecks that backup patient flow within your hospital. Methods of moving patients out the "back door" of the ED will aid you in opening up the "front door" also will be discussed.

### **Improving Front-End ED Flow: Successful Change Management**

*MO-70 / 1 Hour*

*Faculty: Kirk B. Jensen, MD, MBA, FACEP*

**Monday, October 8 / 5:00 PM - 6:00 PM**

Is it grasping at something to reduce your door-to-provider time, or is it the new lean machine? Will it stop us from treating the urgent and emergent patients prior to routine patients? We know this routine process can lead to increased left without being seen numbers, increased patient complaints, and decreased patient satisfaction. Does a provider in triage make economical sense or is it just a shell game? ED team triage has resulted in shorter door-to-doctor times, fewer walkouts, and improved patient satisfaction. What is it and how do I institute it in my ED? How do I change the ED culture? The presenter will answer these questions and explore this triage practice.

## **Number Needed to Treat: Pinpointing ED Interventions that Matter Most**

*WE-188 / 1 Hour*

*Faculty: David H. Newman, MD, FACEP*

**Wednesday, October 10 / 9:00 AM - 9:50 AM**

The number needed to treat is a bare-bones statistical concept that is extremely easy to understand. This concept offers a unique view into the overall impact of medical interventions including therapeutic hypothermia, therapies for coronary ischemia, non-invasive ventilation, migraine drugs, Rhogam, antibiotics for multiple conditions, CPR, proton pump inhibitors for gastrointestinal bleeding, and others. Rather than relying on specialty society recommendations, advertising, consultants, or external pressures, the number needed to treat is where the truth lies.

## **Observation Units, CDUs, and Chest Pain Centers: The State of the Art in 2012**

*TU-142 / 1 Hour*

*Faculty: Michael A. Ross, MD, FACEP*

**Tuesday, October 9 / 3:00 PM - 3:50 PM**

You've been approached by administration to develop an observation unit or chest pain center. Perhaps you face issues with crowding, saturated inpatient bed capacity, and EMS diversion and you've wondered if a clinical decision unit (CDU) might be a part of the solution. Your QA director has concerns about missed MIs, TIAs returning as a stroke, or door-to-balloon times. The speaker will review the pros and cons of an observation unit, CDU, and chest pain center, and give you the tools to develop and run these programs.

## **Oh No, Not Another Meeting! Conducting Effective Meetings**

*TU-152 / 1 Hour*

*Faculty: Robert W. Strauss, Jr., MD, FACEP*

**Tuesday, October 9 / 4:00 PM - 4:50 PM**

"Oh no! Not another meeting!" The speaker will review when and when not to have a meeting and how to make the most effective and rewarding meetings possible. Learn how to guide the overbearing, the sarcastic, the bashful, and the detractor. Discover effective methods for opening and closing discussions.

## **Optimizing Patient Flow in the Emergency Department**

*TU-153 / 1 Hour*

*Faculty: Kirk B. Jensen, MD, MBA, FACEP*

**Tuesday, October 9 / 4:00 PM - 4:50 PM**

Improving patient flow in your ED is a deeply important issue. Even the most talented and compassionate healthcare providers are only as good as their surroundings allow them to be. When patients flow smoothly through your ED, it improves patient care, access to services, and the well-being of your team. The speaker will identify and discuss barriers to efficient patient flow, review strategies to improve workflow patterns, identify methods to build effective relationships, and discuss structural redesign.

## **Patient Satisfaction: Point/Counterpoint**

*TU-144 / 1 Hour*

*Faculty: James G. Adams, MD, FACEP; Gillian Schmitz, MD, FACEP*

**Tuesday, October 9 / 3:00 PM - 3:50 PM**

Service quality in the ED is on everyone's radar, but what does it really mean? Is there any validity to the surveys? How can you use these to improve the security of your contract and to improve the outcomes of your patients? The speakers will discuss the pros and cons of patient satisfaction surveys.

## **Psychology of Waiting**

*MO-23 / 1 Hour*

*Faculty: Kirk B. Jensen, MD, MBA, FACEP*

**Monday, October 8 / 12:30 PM - 1:20 PM**

Federal Express has noted that “waiting is frustrating, demoralizing, agonizing, aggravating, annoying, time consuming, and incredibly expensive.” We intuitively know this from our own experience as well as from our patients. Much has been written in the business literature about managing the waiting experience. The speaker will familiarize you with the current literature and give practical tips to improve your patients’ ED experience.

## **When To Say When!: Managing Patients’ Demands!**

*TU-111 / 1 Hour*

*Faculty: Alfred D. Sacchetti, MD, FACEP (Moderator); Kevin Klauer, MD, FACEP; Tracy Sanson, MD, FACEP; Peter Viccellio, MD, FACEP*

**Tuesday, October 9 / 10:00 AM - 10:50 AM**

Every physician encounters patients with unreasonable demands. Some deal with specific diagnostic studies, others unwarranted therapies and still others the involvement of physicians with “obviously greater expertise than an ER doctor”. Through the use of specific clinical scenarios, a panel of experts will present practical approaches to the management of these patients, their family members and their private referring physicians. Recognizing that no one approach will fit every ED, the panel will emphasize flexible solutions that can be adapted to a variety of practice environments.

## **Women in Medicine: What the Past Can Teach Future Leaders**

*TU-100 / 1 Hour*

*Faculty: Diane M. Birnbaumer, MD, FACEP*

**Tuesday, October 9 / 9:00 AM - 9:50 AM**

Fifty-five percent of current medical students are women, thirty-five percent plus of EM residents are female. How does this change in demographics impact our practice? The speaker will review the legacy of women physicians in medicine, including EM, and identify leadership strategy themes that guide practice.

**MO = Monday TU = Tuesday WE = Wednesday TH = Thursday**