



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *Burned Beyond Recognition: Burnout's Cost & Its Solutions*

10/25/2021 | 12:30:00 PM - 12:50:00 PM

Faculty: Thom Mayer, MD, FACEP

Despite having the highest resiliency rates in the House of Medicine, emergency physicians also have the highest rates of burnout. What if half the people on your team providing care to your patients were burned out? That sad fact has become today's unsettling reality. However you measure quality in your ED, all of those measures get dramatically worse with burnout. This presentation delineates the causes of burnout, as well as a detailed suite of solutions to combat it in your ED. This is not a "touchy-feely" approach but a highly pragmatic one, giving you solutions to put to work.

- Define burnout, rustout, resiliency/adaptive capacity, and passion reconnect
- Delineate the costs of burnout to the individual, the team, and the organization
- Describe why organizational and personal leadership is key

### ED Management & Leadership

#### *ED Leadership Changes: Thriving Through Change*

10/25/2021 | 12:30:00 PM - 1:20:00 PM

Faculty: Andrea L. Green, MD, FACEP

Has your hospital turned into one of revolving doors at the director, executive and/or administrative levels? Change is inevitable, but should the trajectory of ongoing departmental projects and initiatives be impacted due to leadership changes? The speaker will advise about strategies for leveraging you and your department's strengths in order to continue with goals.

- Describe strategies for working with interim leaders and/or consultants who are responsible for evaluating and making changes that impact you and/or your department.
- Review strategies for ensuring departmental strengths are not overlooked as well as keeping your projects at the forefront of new executive or administrative leadership's "to-do lists".
- Describe how to continue forward momentum in your ED while there are executive &/or leadership changes, impacting you and your department.
- Discuss how to handle contract changes that impact you and your department.



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *How to Sleep Soundly After Discharging Suicidal Patients from Your ED*

10/25/2021 | 1:30:00 PM - 1:50:00 PM

Faculty: Leslie Zun, MD

Have you ever feel uncomfortable discharging suicidal patients from the ED? Aside from the call to mental health, how do we best care for at-risk suicidal patients in the ED? Review safety plans implemented from the ED, which have lead to a 50% reduction in post-discharge suicidal events. Review a standardized template for safety planning as well as a system for patients to establish follow-up case management & mental health care.

- Develop & implement a safety plan for at-risk suicidal patients being discharged from the ED.
- Identify specific mental health and case management colleagues to partner with in the care of suicidal ED patients.
- Develop a strong system for safe discharge & follow-up of at-risk suicidal patients.

### ED Management & Leadership

#### *The Psychology of Waiting*

10/25/2021 | 2:00:00 PM - 2:20:00 PM

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

Federal Express noted that “Waiting is frustrating, demoralizing, agonizing, aggravating, annoying, time consuming, and incredibly expensive.” We intuitively know this from our own and our patients’ experiences. Much has been written in business and service literature about managing the waiting experience. This course will familiarize emergency practitioners with current approaches and practical tips to improve the ED experience for your patients and for you, and offer 8 specific strategies for managing ED wait times.

- Discuss the key principles involved in the psychology of waiting.
- Highlight how waits and delays are perceived by patients, families, and staff.
- Explore “waiting game” strategies utilized by customer service experts like the Ritz-Carlton, Disney, and Starbucks.



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *Split Flow Success – Avoiding Pitfalls & Getting Up to Speed!*

10/25/2021 | 3:30:00 PM - 4:20:00 PM

*Faculty: Deborah B. Diercks, MD, MSc, FACEP; Kirk B. Jensen, MD, MBA, FACEP; Thom Mayer, MD, FACEP*

EDs are asked to see increasing numbers of patients. Fast track or urgent care units have become increasingly popular options for both providers and patients. Providers must be cognizant of a variety of pitfalls in these settings. Expert faculty will identify effective strategies that allow providers to increase their speed, efficiency, and patient satisfaction, while avoiding diagnostic and therapeutic pitfalls.

- Discuss and demonstrate strategies to improve efficiency.
- Identify high-risk pathology that may present as common chief complaints.
- Discuss treatment pathways that minimize adverse outcomes.

### ED Management & Leadership

#### *What I Learned My First Year as a Director*

10/25/2021 | 4:30:00 PM - 4:50:00 PM

*Faculty: Jenice Baker, MD, FACEP*

Describe transitions in leadership and lessons learned. Can be a lecture or ideally a panel of new chairs (0-5 years)

- Explain the psychological impact of transitions
- Preparation is critical
- Change is expected and adaptability is necessary



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *Remember That Patient You Saw? How to Minimize Patient Bouncebacks to the ED*

10/25/2021 | 5:00:00 PM - 5:20:00 PM

Faculty: David Zodda MD, FACEP

Bouncebacks, or unexpected return visits (URV) represent about one of every thirty patients you see. URV's typically have higher rates of ICU admissions, patient mortality, and litigation against emergency providers. The speaker will review the historical predictors and clinical findings that increase the likelihood of an unscheduled return visit to the emergency department. The speaker will also present an evidence-based strategy for reducing the number of unexpected return visits to the emergency department.

- Demonstrate awareness of the most up to date statistics representing unexpected return visits to the emergency department.
- Describe historical predictors and clinical findings that increase the likelihood of an unscheduled return visit to the emergency department.
- Develop an evidence-based strategy for reducing the number of unexpected return visits to the emergency department.

### ED Management & Leadership

#### *Innovative Strategies to Optimize ED Flow*

10/26/2021 | 8:00:00 AM - 8:50:00 PM

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

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 discuss optimal approaches to patient flow, acuity and volume. Barriers to efficient patient flow, strategies to implement improved workflow patterns, and methods to build effective relationships and effect change will be discussed. Review how to review ED efficiency & flow through different perspectives such as the use of scribes, dictation, advances in EMR & the effective deployment of APPs.

- Identify the common obstacles to efficient flow, overcome these, and optimize practice and performance.
- Describe opportunities to optimize patient flow for staff and patients.
- Outline a plan to reduce delays and improve patient throughput.



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *Dead Tired: The Impact of Fatigue on Patient Safety & Physician Wellness*

10/26/2021 | 9:00:00 AM - 9:20:00 AM

Faculty: Torree M. McGowan, MD, FACEP

The unique challenges of staffing 24/7 operations like emergency departments create significant stress on physicians due to the effects of scheduling. This lecture will explore the impacts of acute and chronic fatigue on patient safety, as well as examining the literature regarding overtime hours and the impact of overnight operations. Recommendations from other high risk industries like nuclear power and aviation will be used to help craft a set of guidelines to guide safer emergency department operations.

- Compare and contrast the effects of acute and chronic fatigue on cognitive performance.
- Identify characteristics of schedules that are associated with increased medical error rates.
- Define the window of low circadian, and provide techniques for decreasing risks during these times.

### ED Management & Leadership

#### *The HR Nightmare: Managing Difficult Faculty*

10/26/2021 | 9:30:00 AM - 9:50:00 AM

Faculty: Thom Mayer, MD, FACEP

Does the old adage of 10% of your people take up 90% of your time apply to you? Leadership roles can be challenging and may not be exactly what you thought you were getting into when taking on the role. Leave this talk with tools to gain back some of your leadership time!

- Review strategies for managing problem faculty.
- Discuss strategies for reducing the amount of time spent dealing with difficult faculty.
- Discuss proven ways to change behaviors in disgruntled employees.



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *Wellness & the EMR: Strategies to Improve Your Efficiency & Time Management*

10/26/2021 | 4:00:00 PM - 4:20:00 PM

Faculty: Dan Imler, MD

It is well studied the impact the EMR has had on wellness as the number one dissatisfier and stress causing issue with our jobs. Explore tips and tricks to improve the utilization of all EMR's to increase flow and effect rapid documentation.

- Review research related to the EMR and Wellness.
- Explore tips and trade secrets to impact better and rapid documentation.
- Suggest specific changes frontline Emergency Physicians can make to improve functionality.

### ED Management & Leadership

#### *Defensive Design: Preventing EHR Errors While Looking Good*

10/26/2021 | 5:00:00 PM - 5:20:00 PM

Faculty: Matthew A. Silver, MD, FACEP

Usability of the Electronic Health Record (EHR) is paramount to having a safe, efficient shift and successfully getting home on time. EHR vendors don't seem to be improving fast enough. Emergency Physicians can advocate for a more usable EHR, when they learn to describe dangerous or un-usable EHR layouts and design. This course will offer concrete examples of how simple design changes to an EHR can improve efficiency, provider satisfaction, and reduce common mistakes.

- Identify common usability pitfalls that lead to EHR errors.
- Suggest specific changes frontline Emergency Physicians can make to improve usability.
- Describe how smarter design could decrease errors attributable to EHR.



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *Top 5 Mistakes to Avoid as a Leader*

10/27/2021 | 8:00:00 AM - 8:20:00 AM

Faculty: John M. Bailitz, MD, FACEP

Learn from the mistakes of others! Avoid the pitfalls of those in leadership roles and take your role to a new level and how to mitigate any damage already done!

- Describe the ideal leadership style for managing your department.
- List mistakes all leaders should avoid.
- Discuss how to mitigate damage from leadership errors already made.

### ED Management & Leadership

#### *Patient Satisfaction: Truths, Half-Truths & Utter Lies - A Debate for the Ages*

10/27/2021 | 9:00:00 AM - 9:50:00 AM

Faculty: Robert W. Strauss, MD, FACEP (Moderator); Tracy G. Sanson, MD, FACEP; Matthew A. Silver, MD, FACEP

We practice in a data driven environment where hospitals and payers seek to measure every aspect of the care we provide. No metric has been more controversial than patient satisfaction. In this session, we will debate the pros and cons of patient satisfaction as published in the medical literature.

- Discuss the history of patient satisfaction and describe why it has become an essential part of measures of healthcare quality.
- Discuss patient satisfaction as it relates to the HCAHPS, CMS and the Value Based Purchasing program.
- Explore the associations between patient satisfaction, healthcare quality cost and outcomes as found in the medical literature.



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *ED Boarders: Managing the Challenge*

10/27/2021 | 10:00:00 AM - 10:50:00 AM

Faculty: Jay A. Kaplan, MD, FACEP

Are boarders an issue in your department? Boarding contributes to ED crowding and is difficult for staff and patients. Interventions have shown that crowding can be addressed in a way that dramatically improves capacity and the bottom line for the institution. Case studies demonstrate the power of these interventions.

- Explain why boarding and crowding exist.
- Describe the impact of interventions to improve capacity: smoothing of elective cases, early discharge, and enhanced weekend discharges.
- Explain the impact of interventions to address boarding and crowding when capacity is lacking full capacity protocol.
- Discuss billing strategies for ED boarders.

### ED Management & Leadership

#### *Building a Better Workplace: Creating Diversity & Inclusion in Your ED!*

10/27/2021 | 1:30:00 PM - 2:20:00 PM

Faculty: Vonzella A. Bryant, MD, FACEP; Nicole Franks, MD, FACEP

Gender disparities are pervasive in medicine. The underpinnings of these disparities, how imperative equity is to the strength of our practice, and potential solutions will be discussed.

- Review evidence for gender disparities in salary and promotion in medicine and emergency medicine, and how they may harm our practice.
- Describe the key underpinnings of gender disparities, including unconscious bias.
- Discuss how organizations may strengthen their workforce with equitable practices.



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *Moving from Post-COVID Organizational Unwellness to Wellness*

10/27/2021 | 1:30:00 PM - 2:20:00 PM

Faculty: Rita A. Manfredi-Shutler, MD, FACEP; Tracy G. Sanson, MD, FACEP

The coronavirus pandemic has moved us to a different place in the quest for emergency physician (EP) wellbeing. This pandemic has exposed the fragile infrastructure of what organizations are attempting to do to improve physician professional satisfaction and laid bare the presence of moral injury. Clearly, the organization and system determine the bulk of an EP's wellbeing. More yoga or meditation will not cure the moral injury that physicians experience every day. So, the antidote for our leaders at the national, institutional, and departmental level is to step in with system innovations which impact the EP's working in the trenches. We will discuss initiatives at both the work unit level and those at the administrative leadership levels; some successful and some not. The presentation will focus on knowledge and skills needed for innovative programmatic and organizational advances in wellbeing. The speakers will also identify exemplary interventions a department or organization can implement to promote longevity, increase professional satisfaction, and recruit and retain clinicians.

- Identify existing gaps in knowledge related to systems-based interventions and programs that impact health care provider wellbeing
- Outline policy guidelines for departments and institutions that promote the wellness of health care providers from a system level
- Discuss exemplary strategies that departments and organizations have currently implemented and suggest innovative strategies for the future.

### ED Management & Leadership

#### *Super Strategies to Help Your ED Super Utilizers*

10/27/2021 | 4:30:00 PM - 5:20:00 PM

Faculty: Nicole Franks, MD, FACEP

What really happens to the patient who presents to the ED night after night? How can emergency medicine help the system coordinate care so as to prevent further ED visits and hospital admissions? The speaker will share innovative and proven strategies that will help you identify super-utilizers and create a coordinated discharge plan to prevent further recidivism.

- Identify super-utilizers in your ED.
- Develop strategies to prevent revisits to the ED.
- Discuss the emergency department information exchange (EDIE) and its role to address this problem.



## COURSE DESCRIPTIONS

### ED Management & Leadership

#### *Moving from Unwellness to Wellness at the Organizational Level*

10/28/2021 | 8:00:00 AM - 8:20:00 AM

Faculty: Rita A. Manfredi-Shutler, MD, FACEP

Since departmental and institutional wellness significantly impact individual wellness, discussion will center on knowledge and skills needed for programmatic and organizational improvements in wellness. The speaker will also identify outstanding interventions a department or organization should implement to promote longevity, increase satisfaction, and recruit and retain providers.

- Define the differences in organizational vs personal wellness
- Review ideas for institutional policies promoting the wellness of its health care providers.
- Identify existing gaps in knowledge and strategies related to systems-based interventions and programs in health care provider wellness.