

ED Management & Leadership

Building a Better Workplace: Creating Diversity & Inclusion in your ED! (Nancy J. Auer Lecture)

Faculty: Diane M. Birnbaumer, MD, FACEP (Moderator); Vonzella A. Bryant, MD, FACEP; Nicole Franks, MD, FACEP; Tracy G. Sanson, MD, FACEP

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

- Review evidence for gender disparities in salary & promotion in medicine & emergency medicine, & 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.

How to Sleep Soundly after Discharging Suicidal Patients from Your ED

Faculty: Jacob Avila, MD

Aside from the call to mental health, how do we best care for at-risk suicidal patients from the ED? Do you ever feel uncomfortable discharging suicidal patients from the ED? During this course you will learn to implement safety plans & follow up from your ED leading to a 50% reduction in post-discharge suicidal events. We will share 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 at their respective institutions to partner with in care of suicidal ED patients.
- Develop a strong system for safe discharge & follow-up of at-risk suicidal patients.

Dead Tired: The Impact of Fatigue on Patient Safety and Physician Wellness

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.



Ask the Experts: Ethical Dilemmas & Tough Decisions in the ED

Faculty: Angela K. Fulgham-Gardner, MD, FACEP; Robert D. Greenberg, MD, FACEP; Arlo F. Weltge, MD, MPH, FACEP

In this interactive panel discussion, attendees have the opportunity to present challenging cases that pose ethical, legal, or moral dilemmas in emergency medicine. Potential discussion cases include refusal of care, end of life decisions, care of minors, narcotic prescribing, mental health, & allocation of resources.

- Review & discuss challenging ethical cases in EM.
- Identify basic principles of ethical & legal decision-making.
- Apply a decision-making framework, to resolve challenging ethical situations in EM.

Defensive Design: Preventing EHR Errors While Looking Good

Faculty: Nicholas G. Genes, MD, FACEP

Usability of the Electronic Health Record (EHR) is paramount to having a safe, efficient shift, and successfully getting home on time. But 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.

Dogmalysis: Challenging Myths & Dogma in Emergency Medicine

Faculty: Matthew A. Silver, MD, FACEP

Medicine is littered with many practices that are based on dogma & passed down from generation to generation with little supporting evidence. Many of these practices are taught to us in medical school & residency & become hardwired as irrefutable facts. In this session, we will explore some of the more common dogmatic practices in emergency medicine & explore the evidence (or lack thereof) upon which these practices are based.

- Explore how practices that lack supporting evidence can lead to increased expenditures & poor care.
- Discuss common practices in emergency medicine that lack supporting evidence.
- Analyze the existing literature & ensure that common practices in EM are aligned with the best available evidence.

ED Crowding: Lack of Capacity or Leadership

Faculty: Jay A. Kaplan, MD, FACEP; Peter Viccellio, MD, FACEP

Crowding has been the bane of emergency medicine. Recent 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 crowding exists.
- 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 crowding when capacity is lacking: full capacity protocol.

ED Leadership Changes: Thriving Through Change

Faculty: Jay A. Kaplan, 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.

Freestanding EDs: Threat, Opportunity, or Both?

Faculty: Lonnie R. Schwirtlich, MD, FACEP

The past several years have seen an explosive growth of freestanding emergency departments, with nearly 500 facilities in 45 states, with more coming every year. Do FSEDs represent a threat, opportunity, or some combination of both? Do they compete for patients, market share, & recruitment of talented emergency physicians & nurses? How do you decide whether to diversify into FSEDs? What is the financial calculus involved in these decisions? The speaker brings a wealth of talent & experience in this area & will discuss its ramifications for emergency medicine.

- Define freestanding emergency departments (FSEDs) & urgent care centers.
- Distinguish between hospital-based FSEDs & the rapidly expanding phenomenon of physician or investor-owned FSEDs, & discuss the financial, legal & regulatory aspects of FSEDs.
- Discuss how FSEDs compete with hospital EDS for patients, market share, talent, & referral base, & present positives & negatives of diversification into FSEDs.

Innovative Strategies to Optimize ED Flow

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

Improving patient flow in your ED is a deeply important issue. Even the most talented & 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, & the well-being of your team. The speaker will discuss barriers to efficient patient flow, review strategies to improve workflow patterns, & discuss methods to build effective relationships & change. The speaker will also discuss improving ED efficiency & flow through different perspectives such as the use of scribes, dictation, advances in EMR & the use of APPs.

- Identify the common obstacles to efficient flow & how to optimize your practice & performance.
- Recognize opportunities to optimize patient flow for staff & patients.
- Outline a plan to reduce delays & improve patient throughput.

Moving from Unwellness to Wellness at the Organizational Level

Faculty: Arlene Chung, MD, FACEP; Rita A. Manfredi-Shutler, MD, FACEP

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

- Identify existing gaps in knowledge related to systems-based interventions & programs in health care provider wellness.
- Outline guidelines for departmental & institutional policies promoting the wellness of its health care providers.
- Discuss the exemplary strategies used by departments & organizations in moving from unwellness to wellness.

Number Needed to Treat: Pinpointing ED Interventions That Matter Most

Faculty: Jeffrey Tabas, MD, FACEP

During this course the speaker will discuss the definition of, & an in-depth understanding of the Number Needed to Treat (NNT). The speaker will discuss common complaints & diagnoses, & how they stack up in terms of the NNT. The speaker will also discuss how to navigate this information to allow EPs to derive the most benefit for their patients when time & resources are a challenge.

- Define the term number needed to treat.
- Describe the impact of individual interventions commonly used in the ED & which should be prioritized vs. de-emphasized.
- Examine a study & detect NNT.

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

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

We practice in a data driven environment where hospitals & 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 & cons of patient satisfaction as published in the medical literature.

- Discuss the history of PS & describe why they have become an essential part of measures of healthcare quality.
- Discuss PS as they relate to the HCAHPS, CMS & the Value-Based Purchasing program.
- Explore the associations between PS, healthcare quality cost & outcomes as found in the medical literature.

Quick Doc: Providers in Triage

Faculty: Thom A. Mayer, MD, FACEP

Can you really augment flow & care in your ED by placing a physician or advanced practice provider in triage? Is this a myth? Find out from those who have done it. Are there any data to back this practice up? The presenter will lead you through proven strategies to help expedite care in your ED.

- Identify data & studies examining providers in triage & their outcomes.
- Explain the cost-benefit analysis of having a provider in triage.
- Discuss how nursing order sets can expedite flow through your department.

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

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, & litigation against emergency providers. The speaker will review the historical predictors & 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 & 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.

Split Flow Success – Avoiding Pitfalls & Getting Up to Speed!: ACEP Connect

Faculty: Kirk B. Jensen, MD, MBA, FACEP; Jay A. Kaplan, MD, FACEP; Joan Noelker, MD

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

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

Super Strategies to Help Your ED Super-Utilizers

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 & hospital admissions? The speaker will share innovative & proven strategies that will help you identify super-utilizers & 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) & its role to address this problem.

The Psychology of Waiting

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.