Professional Skills

• **Women in Medicine: Past, Present, and Future**
  MO - 28/ 1 Hour(s)
  *Faculty: Diane M. Birnbaum, MD, FACEP*

  Emergency medicine is a team sport, and women physicians face specific challenges as leaders in the emergency department. Communication styles perceived as aggressive or dominate can negatively impact a woman's ability to effectively lead her team and even hurt her chances for promotion. The speaker will discuss communication and leadership styles that promote collegiality and foster positive nursing relationships for both female and male emergency physicians.

Professional Skills

• **South of the Border: The Unique Challenges and Opportunities of EM in Mexico**
  TH - 349/ 0.5 Hour(s)
  *Faculty: Jesica V. Bravo Gutierrez, MD*

  Tear down the wall and get a glimpse of EM in Mexico! Gain a better understanding of how emergency care is provided in Mexico through exploration of the unique features of EMS systems, medical training, and payment models. Expand your world view and learn how cultural beliefs and social values impact the physician-patient relationship. This unique course will open your eyes to potential healthcare disparities and introduce strategies to improve care for patients in and from Mexico.

Professional Skills

• **Clinical Pearls from the Recent Medical Literature 2018: Part 1**
  WE - 253/ 1 Hour(s)
  *Faculty: W Richard Bukata, MD; Jerome R. Hoffman, MD, FACEP*

  Dr. Bukata and Dr. Hoffman will review and analyze the second half of the most significant studies published throughout the medical literature in the past two years. Each article presented will be assessed to determine its relevance to the practice of clinical emergency medicine.

Professional Skills

• **Clinical Pearls from the Recent Medical Literature 2018: Part 2**
  TH - 314/ 1 Hour(s)
  *Faculty: W Richard Bukata, MD; Jerome R. Hoffman, MD, FACEP*

  This course is a long-standing staple of Scientific Assembly. Renowned faculty members, Dr. Bukata and Dr. Hoffman, will once again review and analyze the most significant studies published throughout the medical literature in the past two years. Each article presented will be assessed to determine its relevance to the practice of clinical emergency medicine.
Professional Skills

• From Rags to Riches: Personal Finance for the Early Career EP
  WE - 229/ 0.5 Hour(s)
  Faculty: James M. Dahle, MD, FACEP

That first paycheck you receive as an attending is a big change of living cheaply throughout your education. Developing good financial habits from day 1 as an attending is a necessity. The speaker will discuss the need-to-know core basics of investing, personal finance, asset protection, and retirement planning. This course is geared toward the recent graduate with a special focus on implementing good habits in personal finance.

Professional Skills

• ACEP Connect: Don't Go Broke, Don't Get Fired, Don't Get Sued - Tips for Professional and Financial Success
  WE - 249/ 1 Hour(s)
  Faculty: James M. Dahle, MD, FACEP; Michael A. Granovsky, MD, FACEP; Rebecca B. Parker, MD, FACEP

Discover the secrets to a satisfying and successful career in a casual environment during this all-new ACEP Connect session. The speakers will introduce some key actions to ensure financial security by maximizing returns on investments and developing healthy spending habits. Reduce your potential for stressful and expensive malpractice litigation by employing simple communication strategies to effectively diffuse the “difficult” patient interaction.

Professional Skills

• ACEP Connect: Can't We All Just Get Along? A Generational Survival Guide
  TU - 116/ 1 Hour(s)
  Faculty: Rosny L. Daniel, MD; Salim R. Rezaie, MD, FACEP; Tracy G. Sanson, MD, FACEP

Are you frustrated with young workers that consistently do the “bare minimum to get by? Never seem to be able to communicate well with your boss? This session will provide you with the tools needed to successfully understand the differences in generations, and how to communicate and motivate your colleagues. #likeaboss #efficiencynotmeetings #memesFTW
Professional Skills

- **Above Us Only Sky: Exploring Transitions, Challenges, and Strategies of Women in Leadership Roles**
  
  MO - 37/ 1 Hour(s)
  
  *Faculty: Nicole Franks, MD, FACEP*

  Women are still struggling to get to the top in medicine. Currently, only 15% of ED chairs are women and less than 25% are division chiefs. Countless publications have shared root cause analyses, and it is clear that challenges from biases, penalties, and organizational cultures share a role in these troublesome statistics. Further, women need to have the motivation, confidence, and support to pursue leadership roles. In a society that still feels uneasy about women in power, can women defy convention to become effective leaders in medicine today? The purpose of this didactic is to provide the perspectives of women in transition. Specifically, we will focus on women who have transitioned into leadership positions in EM locally and nationally, as well as those who have transitioned into positions outside of EM, including other areas of medicine and industry. We will explore how the experiences, challenges, and choices made by the speaker allowed to advance in leadership role. We will also explore how well the medical community has encouraged inclusion of ideas, personal, and professional growth for women today.

Professional Skills

- **Rev Up Your Procedural and Critical Care RVUs**
  
  WE - 210 / 1 Hour(s)
  
  *Faculty: Michael A. Granovsky, MD, FACEP*

  Have questions about billing for procedures or critical care? This is your chance for answers from an expert. Common concerns about potential billing opportunities will be discussed, and you will learn how to accurately document to receive appropriate reimbursement for your skilled procedural work.

Professional Skills

- **RVU Killers: The Most Common Reimbursement Documentation Errors**
  
  TH - 310 / 0.5 Hour(s)
  
  *Faculty: Michael A. Granovsky, MD, FACEP*

  We all know the axiom, “If it isn’t written, it wasn’t done.” To attain the appropriate medical record and obtain the correct reimbursement, it is important that documentation is as accurate as possible. The speaker will outline many of the most common documentation errors, including errors of omission and errors of commission that may lead to trouble from governmental and private payers.
Professional Skills

• **Top 5 Habits of Highly Successful Emergency Physicians**

  MO - 18/ 0.5 Hour(s)
  
  *Faculty: Leon L. Haley, Jr, MD, FACEP*

  Why do some emergency physicians seem to be able to have tremendous success in their careers while maintaining a vibrant work-life balance, while others struggle to make it through their next shift? Do you feel like you are stuck in a rut? The speaker will present the top 5 habits of highly successful emergency physicians and show how you can achieve this type of success in your own life. Stop feeling like a hamster running on wheel and going nowhere fast. This talk will give you ideas to help you take control of your life!

Professional Skills

• **Leadership Under Fire: Strategies for Success**

  TU - 195/ 1 Hour(s)
  
  *Faculty: Ricardo Martinez, MD, FACEP*

  The speakers will describe life changing events that required them to go beyond their traditional leadership skills and manage an emergency medicine catastrophe. Through personal experience, presenters will demonstrate how the ideals of transparency, principle-based culture, and effective communication led to success.

Professional Skills

• **Surviving a Lawsuit**

  TU - 180/ 1 Hour(s)
  
  *Faculty: Gregory L. Henry, MD, FACEP*

  Certified letters, motions of discovery, and dispositions - explore the process of medical malpractice law and how the claims process works from the physicians' perspective. The speaker will explain how existing ACEP resources can be your ally in the courtroom and manage the stress of litigation at home.
Professional Skills

• Customer Service/Patient Experience/Patient Satisfaction: What Does It All Mean and Why Should We Care?
  TU - 107/ 2 Hour(s)
  *Faculty: Sabah F. Iqbal, MD (moderator)*

  Living in a digital age where our patients use the internet to check ratings of restaurants, movies and all matter of goods and services, physicians will need to develop new ways of interacting with families that will gain their trust and loyalty. In the fast-paced world of the ED, it is even more critical to rapidly win the trust of patients to provide the best care.

  PM Pediatrics is a highly specialized urgent care group for children that has seen over 1.5 million children in the past 11 years. Unique to our group is a healthcare model that places extreme emphasis on patient and family experience, focusing on high-quality interactions. We believe this is how all people should be treated across the healthcare spectrum, from outpatient to acute care to inpatient. We believe that it is possible to have extremely high patient satisfaction and simultaneously maintain a very high degree of employee satisfaction. In the complex healthcare environment that exists today, it has become increasingly important to ensure patient satisfaction as part of overall quality of care.

  In this workshop, we will discuss how to adopt our pediatric patient-centered model of customer service into diverse ED spaces. We will review key concepts of how customer service impacts health and teach specific techniques to improve the “customer service” scores that can be applied to multiple setting and we will discuss how to manage the difficult patient or family.

Professional Skills

• The Art of the Pivot: Winning the Conversation
  MO - 16/ 0.5 Hour(s)
  *Faculty: Kirk B. Jensen, MD, FACEP*

  Whether its a policy discussion in the hospital board room, the ED, or in a Congressional office, getting what you want involves driving the conversation. Using knowledge gained from recent social science literature, learn to stay on message and move the conversation to more favorable subjects on difficult topics. Discover concepts, approaches, and practice the pivot technique using balanced billing as the case of our times.

Professional Skills

• Burnout 2.0: The Guide to Recovery
  TU - 299/ 1 Hour(s)
  *Faculty: Jay A. Kaplan, MD, FACEP*

  Are you exhausted with clinical practice and ready to change your career path? Burnout is easy to describe, but how do we recover from it? Hear real examples of how to re-engage in emergency medicine and develop resilience strategies to maximize your career.
Professional Skills

• Alcohol, Marijuana, and Drug Use in the House of Medicine
  WE - 219/ 0.5 Hour(s)
  **Faculty:** Howard Kim, MD

  In high-stress fields, especially those with ready access to addictive medications, alcohol and drug addiction in our colleagues is a too often unspoken occupational hazard. During this case-based interactive didactic session, the speaker will discuss the facts and figures of addiction in the house of medicine, review warning signs, and describe effective interventions to help our colleagues and protect our patients, department and institution.

Professional Skills

• ACEP@50: Past, Present, and Future (James D. Mills, Jr. Memorial Lecture)
  TU - 165/ 1 Hour(s)
  **Faculty:** Kevin M. Klauder, DO, EJD, FACEP (Moderator); Pamela P. Bensen, MD, MS, FACEP; Kerry B. Broderick, MD, FACEP; Gregory L. Henry, MD, FACEP; Ryan Stanton, MD, FACEP

  50 years of experience in our specialty has allowed us to pull together to overcome past challenges, and the future of emergency medicine is uncertain. Using the collective wisdom of our past experience, see how seasoned leaders and innovators plan to solve some of the biggest challenges we face - including payment reform, burnout, and the future of our specialty as a whole.

Professional Skills

• Human Trafficking: What You Can Do to Help
  WE - 225/ 1 Hour(s)
  **Faculty:** Hillary Larkin, PA-C

  Human trafficking is surprisingly prevalent yet underrecognized. This experts will review the current statistics on human trafficking and types of human trafficking. Discussion will focus on increasing awareness, best practices for screening, and what an emergency physician needs to do when faced with this potential sensitive situation.

Professional Skills

• Law and OrdER: Interactions with Police in the ED
  TU - 138/ 0.5 Hour(s)
  **Faculty:** Howard K. Mell, MD, MPH, CPE, FACEP

  The ED is a common site for interactions between law enforcement officers and healthcare providers, and recent events have highlighted conflict. The speaker will explain how to respectfully interact with LEO’s, while ensuring your own rights to provide patient care. Using a case-based format, the speaker will review the laws regarding body searches, requests for lab evidence, body cameras, and more.
Professional Skills

• Social Media: Collaboration or Litigation?
  TH - 357/ 1 Hour(s)
  Faculty: K. Kay Moody, DO, MPH, FACEP; Ryan Stanton, MD, FACEP

  Emergency physicians often work in solitude and can find kindred spirits on social media - offering medical advice, support for common problems, and even vacation rentals. Why are we drawn to social media, and does it provide the support that we seek? What are the legal implications for posting a "hypothetical" clinical question during a shift? Join the speakers in an invigorating discussion of likes, retweets, and hashtags.

Professional Skills

• Surviving “Gotcha” Journalism
  TU - 151/ 2 Hour(s)
  Faculty: Susan Newhof; Shelley Sims

  Get the survival skills you need to communicate effectively despite aggressive media confrontations and tactics. These professional media trainers will conduct live interviews, fast-paced role-play activities, and timed group exercises. Also included will be a discussion about guidelines for ACEP spokespersons. (This is a non-CME course.)

Professional Skills

• News Media Training 101
  TU - 183/ 2 Hour(s)
  Faculty: Susan Newhof; Shelley Sims

  Increase your skills in communicating with the news media. Learn tips and tricks from experts on preparing for interviews and communicating effectively. This session will include a discussion of how to negotiate an interview, what to do when you are misquoted, and how to gain control of an interview. It will also outline the guidelines for serving as an ACEP spokesperson. Taking an ACEP media training class is the first step in being appointed as a member of ACEP's Spokespersons' Network. (This is a non-CME course.)

Professional Skills

• Divorce, Depression, and Loss: How to Keep Going When It All Falls Apart
  MO - 29/ 0.5 Hour(s)
  Faculty: Diana Nordlund, DO, JD, FACEP

  Life can throw a lot at you, including abusive relationships, major illness, and competing family and professional needs. The speaker will discuss personal illustrations and lessons learned.
Professional Skills

• **Locums as a Career: Lucrative or Loco?**
  TU - 158/ 0.5 Hour(s)
  *Faculty: Tracy G. Sanson, MD, FACEP*
  Travel, flexibility, and amazing income. Is locums work really an option for employment? Explore the history of locums work and get a glimpse into the future of EM practice. Attend this session to demystify the ads and learn if a career in locums is right for you.

Professional Skills

• **How to Succeed in Your First Five Years of Practice**
  MO - 30/ 0.5 Hour(s)
  *Faculty: Christina L. Shenvi, MD, PhD, FACEP*
  The top ten concrete practical tips for residents and newly-minted attendings in just 30 minutes. This is a high-yield, energetic presentation mixing wisdom, wit, and personal experiences to help make you successful!

Professional Skills

• **The Opioid Crisis: Becoming Un-Jaded**
  TH - 234/ 0.5 Hour(s)
  *Faculty: Ryan Stanton, MD, FACEP*
  The response to the opioid epidemic is in full force - including legislation, new rules, and additional restrictions. Leave your frustration at the door and learn about simple strategies to compassionately combat unnecessary deaths in your community, while maintaining your own wellness.

Professional Skills

• **Overcoming Cognitive Blind Spots to Improve Outcomes**
  TH - 342/ 1 Hour(s)
  *Faculty: Brian J. Zink, MD, FACEP*
  Cognitive biases unconsciously affect behavior and ultimately our ED care. Our biases related to gender and race may adversely impact critical decisions in emergency care (cardiovascular, neurological, trauma/injury, substance abuse, pain, mental health, toxicology, and diagnostic imaging). Recognizing our human limitations is the first step in overcoming the potential blind spots.
Professional Skills

- **Professional Liability Insurance for the Emergency Physician (non-CME)**
  
  TH - 371/ 0.5 Hour(s)

  *Faculty: Clark R. Hudson*