

# Discover Real - World Solutions to Common ED Problems

## CONFERENCE BROCHURE

## ED Benchmarks

# 2004

Creative Solutions for the Efficient ED • ED • Creative Solutions for the Efficient ED



Emergency Medicine Learning & Resource Center



Florida College of Emergency Physicians



### Presented by

Emergency Medicine Learning & Resource Center,  
Florida Emergency Medicine Foundation,  
Florida College of Emergency Physicians,  
Emergency Department Benchmarking Alliance  
3717 South Conway Road, Orlando, FL 32812  
800-766-6335 | Fax 407-281-4407 | [www.emlrc.org](http://www.emlrc.org)

### Audience

Emergency Physicians, Nurse Administrators,  
Hospital Administrators, Quality Assurance Administrators,  
ED Group Administrators, Physicians in Training and  
other health care professionals interested in expanding  
their knowledge of ED performance measures.

March 4-6, 2004 | Renaissance Orlando Resort | Orlando, FL

# Discover Real - World Solutions to Common ED Problems

## Creative Solutions for the Efficient ED: Benchmarks 2004

Renaissance Orlando Resort  
Orlando, Florida

March 4-6, 2004

PRESENTED BY:



and the



### PROGRAM INFORMATION

#### Who Should Attend

Emergency Physicians, Nurse Administrators, Hospital Administrators, Quality Assurance Administrators, ED Group Administrators, Physicians in Training and other healthcare professionals interested in expanding their knowledge on ED performance measures.

#### General Information

The program will be held Thursday, March 4, 2004 through Saturday, March 6, 2004 at the Renaissance Orlando Resort in Orlando, Florida. This is Peak Season, make your reservations early!

Please refer to the Conference Registration Form in this brochure, and the Registration fee section for a complete listing of fees. Payment must accompany the Registration Form. Also, note that we must receive your registration form and fees before February 6, 2004 to qualify for the early registration rate.

### PROGRAM OBJECTIVE

This conference will emphasize real - world solutions to common ED problems. Upon completion of this course of instruction the student will be able to:

- Discuss the JCAHO emergency department overcrowding standards.
- Discuss solutions and benchmarks for dealing with emergency department overcrowding and delays.
- Discuss the importance of patient safety and medical error reduction.
- Discuss the utilization of PDA's in the process of medical error reduction.
- Explain the importance of utilizing data to improve quality in the emergency department.
- Explain the importance of utilizing a quality improvement process in the emergency department.
- Explain the importance of process improvement as it relates to the functionality of the emergency department.
- Discuss basic strategies for improving reimbursement.
- Discuss the process of strategic planning for hospital major incident management.
- Discuss physician's expectations and attitudes toward health care organizations and the Emergency Department.
- Describe health care administrator's expectations and attitudes toward ED physicians.
- Explain how leadership styles of ED Medical Directors and Nurse Managers impact on their collective success.
- The very popular Town Hall Forum will be returning to provide an opportunity to have your individual ED challenges addressed by an expert panel. After this conference, attendees should be able to implement concrete plans and strategies to the problems they encounter.

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## ACCOMMODATIONS

Renaissance Resort Orlando Sea World  
6677 Sea Harbor Drive  
Orlando, FL 32821  
Phone: 800-468-3571

### Special Conference Room Rates: (plus tax) Single/Double-\$149

**Room Block cut-off February 3, 2004** - To obtain desired accommodations at the special conference rate, please make reservations no later than February 3, 2004. Be sure to mention ED Benchmarks Conference. Reservations after this date will be confirmed subject to general availability. Peak Season, make reservations early!

### Deposits/Confirmation

In order to confirm a room assignment, you will be required to provide the first night's deposit. This deposit is refundable up to five days prior to arrival. Check in time is after 3:00pm and check out is 11:00am.

### Guest Services

The hotel's guest services desk can provide information on a variety of area attractions and tickets.

### Directions/Transportation

*From Interstate-4:* Exit I-4, SR-400 via ramp at sign reading "Exit 71 to Sea World" and go Northeast for 0.5 miles. Continue on Central Florida Pky and go East for 800 feet. Turn left on Westwood Blvd and go North for 600 feet. Turn right on Academic Dr and go East for 1000 feet. Turn right on Sea Harbor Dr and SW for 70 feet to Renaissance Orlando Resort Sea World.

*East on I-4:* From I-4 turn right on Sea World Dr. and go Southwest for .7 miles.

### From Orlando International Airport:

Take Airport exit go South for 500 feet. Turn hard left on South Access Rd. go North for 300 feet. Continue on Airport Blvd E at sign reading "Terminal A" go North for 1.6 miles. Bear left on SR-436, is Semoran Blvd, go North for 0.3 miles. Bear right on ramp at sign reading "SR-528-Toll W to International Drive / Turnpike and US-17 / US-441 / US-92 / I-4" go Southeast for 0.3 miles. Bear right on Bee Line Expy, Martin Anderson Expy, SR-528 and go West for 10 miles. Bear right on access road at sign reading "Sea World / Convention Ctr.," go West for 0.4 miles. Turn left on International Dr. go South for 0.5 miles. Turn right on Sea Harbor Dr. go Southwest for 0.7 miles to Renaissance Orlando Resort at Sea World.

## CONTINUING EDUCATION

Participants must sign in each day. Full attendance at every session is a prerequisite for receiving continuing medical education credit.

### PHYSICIANS:

The Florida Emergency Medicine Foundation (FEMF) is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians. The FEMF takes responsibility for the content, quality, and scientific integrity of this CME activity.

The Florida Emergency Medicine Foundation designates this continuing medical education activity for up to 13.0 credit hours in category 1 of the Physicians Recognition Award of the American Medical Association.

Application has been made to the American College of Emergency Physicians for up to 13.0 hours of ACEP Category I credit.

Application has been made to the American Osteopathic Association for up to 13.0 hours of Category 2B credit.

### NURSES:

Up to 13.0 nursing contact hours will be provided by the Florida Emergency Medicine Foundation (FEMF). The FEMF is approved as a provider of nursing education by the Florida Board of Nursing, Provider # FBN 2731

### AMERICANS WITH DISABILITIES ACT

The Florida Emergency Medicine Foundation wishes to ensure no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services. To ensure that your needs can be met please notify FEMF at least 10 working days prior to start of the conference if you require any auxiliary aids or services in order to attend this program.

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## PROGRAM SCHEDULE

Thursday, March 4, 2004 7:00 a.m. – 5:45pm  
 Friday, March 5, 2004 7:00 a.m. – 11:45am  
 Saturday, March 6, 2004 8:00 a.m. – 12:15 pm

### Sponsorship and Exhibit Opportunities

Contact Jerry at (407) 281-7396 ext. 15, for a variety of sponsorship and exhibit opportunities.

#### Florida Emergency Medicine Foundation

Established in 1990 by the Florida College of Emergency Physicians, the Florida Emergency Medicine Foundation (FEMF) provides education to over 2,000 of the nation's emergency care providers each year. In 1995, FEMF was awarded accreditation by the Accreditation Council for Continuing Medical Education (ACCME) as a sponsor of Continuing Medical Education for Physicians and nurses

The Florida Emergency Medicine Foundation is a non-profit organization dedicated to promoting and advancing emergency medicine, disaster management, out of hospital care, and public health through education and research.

#### Emergency Department Benchmarking Alliance

The Emergency Department Benchmarking Alliance is a partnership of leading emergency physician corporations and emergency services institutions. Its mission is to determine "best practices" in the delivery of emergency and acute unscheduled care. This objective is achieved through the determination of standard quantifiable variables of care delivery and the subsequent comparative analysis of these variables. The ongoing goal of the Alliance is optimal process and outcome identification as related to the delivery of high quality and efficient emergency care.

### Thursday, March 4th

7:00am – 5:30pm.....Registration  
 7:00am – 8: 00am.....Continental Breakfast  
 7:00am – 3:00pm.....Exhibits  
 8:00am – 8:15am.....Welcome and Introduction  
 David Seaberg, MD, FACEP  
 Joan Kolodzik, MD, FACEP  
 8:15am – 9:15am.....ED Overcrowding:  
 The JCAHO Standard  
 Dennis S. O'Leary, MD

Overcrowding in Emergency Departments increases the risk for patient safety, health care quality problems and in extremes situations could even delay patient's access to critical medical services. Join Dr. O'Leary for an insightful overview of the JCAHO Emergency Department Overcrowding Standards and the management responsibilities associated with ED overcrowding.

9:15am – 10:15am.....Overcrowding and Delays  
 in the ED; Getting Past the  
 Blame Game  
 Brent Asplind, MD, FACEP

Regardless of the cause Emergency Department overcrowding produces long patient waits, ambulance diversions and frustration for patients and ED personnel alike while increasing the risk for poor patient outcomes. This presentation will discuss potential measures to move past the blaming stage and implement some positive actions to deal with ED overcrowding.

10:15am – 10:45am.....Break in Exhibit Hall

10:45am – 11:45am.....The Five Level Triage  
 System & Potential Solutions  
 to Stop ED Overcrowding  
 Nicki Gilboy, RN, MS

Emergency Department overcrowding can the five level triage system really help? Are there other solutions to ED overcrowding that work? Join Nicki Gilboy as she shares her experience with ED overcrowding and her search for solutions that work.

11:45am – 1:15pm.....Lunch

1:15 – 2:15pm Measurements, Outcomes  
 and Patient Safety  
 Dr. Robert Wears, MD, FCAEP

What effects do measurements and outcomes have on patient safety? Do we really need them to achieve optimal patient safety? Join Dr Wears for a real world discussion on what it takes to achieve a high level of patient safety.

2:15pm – 2:45pm.....Break in Exhibit Hall

2:45pm – 3:45pm.....Medical Error Reduction  
 and PDA's  
 Richard Bois, MD, MS, FACEP

Can the use of personal digital assistants (PDA's) help decrease the chances of a medical decision error? Join Dr. Bois as he explores the concept of readily accessible medical information at the point-of-care and its effects on reducing the chances for medical errors.



# Discover Real - World Solutions to Common ED Problems

3:45pm – 4:45pm.....Data Driven Quality Improvement at a Level One Trauma Center and Tertiary Care Center  
Shari Welch, MD

This presentation will provide a benchmarking opportunity that explores how a comprehensive and internally driven continuous quality improvement (CQI) program can improve the efficiency and quality of emergency department delivered medical care.

4:45pm – 5:45pm.....Town Hall Forum  
Moderators:  
David Seaberg, MD, FACEP  
Joan Kolodzik, MD, FACEP

## Friday, March 5th

7:00am – 12:00pm.....Registration

7:00am – 8:00am.....Continental Breakfast

7:00am – 10:00am.....Exhibits

8:15am – 9:15am.....Applying Statistical Process Control Techniques to Emergency Medicine: A Primer for Providers  
David L. Griffen, MD, PhD

9:15am – 9:45am.....Break in Exhibit Hall

9:45 – 10:45am.....Computerized Physician Order Entry and Clinical Decision Support Systems  
Bruce Berg MD

Computerized physician order entry and clinical decision support systems what are they and can they really help improve your delivery of medical care? Join Dr. Berg for a first hand view of the concepts of computerized physician order entry and clinical decision support systems and their benefits.

10:45am – 11:45am.....Optimizing Reimbursement Efficiencies  
Cheri Kane, MSA, CMPE, NMCC

Join Cheri Kane as she provides some benchmark strategies for improving and expanding the efficiency for emergency department reimbursement.

## Saturday, March 6th

7:30am – 12:30pm.....Registration

7:30am – 8:00am.....Continental Breakfast

7:30am – 10:00am.....Exhibits

8:15am – 9:15am.....ED Strategic Planning & Process Redesign  
Jim Augustine, MD, FACEP

This presentation will provide a practical overview of the concepts of strategic planning and process redesign with specific emphasis on their utilization in the emergency department.

9:15am – 9:45am.....Break in Exhibit Hall

9:45am – 11:15am.....Strategic Planning for Hospital Major Incident Management  
Jim Augustine, MD, FACEP

Major incident preparation takes planning and the cooperative effort on the part of all emergency health care team members. Join Dr. Augustine as he explores the process of major incident management and its impact on the emergency health care system.

11:15am – 12:15pm.....Leading a Core Strategic Asset: Improving Emergency Department Operations through Leadership and Improved Physician Relations  
Craig Self

What are the leadership expectations and attitudes of physicians and health care administrator's Does leadership style impact success. What strategies are proven to improve physician/nurse relationships? Join Craig Self for robust and interactive discussion on leadership and emergency department operations.

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## FACULTY

**Bret R. Asplin, MD, MPH**

Department of Emergency Medicine  
Regions Hospital & HealthPartners  
Research Foundation  
St. Paul, MN

**James Augustine, MD, FACEP**

Associate Clinical Professor  
Emory University  
Department of Emergency Medicine  
Atlanta, GA

**Bruce Berg, MD**

Sarasota Memorial Hospital  
Sarasota, FL

**Richard Bois, MD, MS, FACEP**

Vice President & Editorial Director  
PEPID LLC  
Skokie, Ill

**Nicki Gilboy, RN, MS, CEN**

Nurse Educator  
Brigham & Women's Hospital  
Boston, MA

**David L. Griffen, MD, PhD**

Emergency Medical Services  
Memorial Medical Center  
Springfield, IL

**Cheri Kane, MSA, CMPE, NMCC Partner**

Select Health Management

**Joan Kolodzik, MD, FACEP**

Benchmarks 2004 Program Co-Chair  
Director of Education  
Premier Health Care Services, Inc.  
Ohio

**Dennis S. O'Leary, MD**

**President**

Joint Commission on Accreditation of  
Healthcare Organizations

**Craig Self**

Director Business Development  
Grandview / Southview Hospitals  
Kettering Medical Center Network  
Dayton, OH

**David Seaberg, MD, FACEP**

Benchmarks 2004 Program Co-Chair  
Professor and Associate Chairman  
Department of Emergency Medicine  
University of Florida College of Medicine  
Chief, Emergency Services  
Shands Hospital at the University of Florida  
Gainesville, FL

**Robert, Wears, MD, MS, FACEP**

Professor, Emergency Medicine  
Director of Medical Informatics  
University of Florida Health  
Science Center - Jacksonville  
Jacksonville, FL

**Shari Welch, MD**

Quality Improvement Director  
LDS Hospital Emergency Department  
Clinical Faculty  
University of Utah School of Medicine  
Salt Lake City, UT

The registration fee includes the conference CME, a conference syllabus, and lunch on Thursday. Registration fee must accompany registration form.

**Early Registration Fees-Prior to February 6, 2004.**

\$ 495.00 Physicians/ Administrators  
\$ 395.00 Members (FACEP, Benchmarking Alliance)  
\$ 250.00 Residents\*  
\$ 375.00 Allied Health (Nurses, PA's)

**Registration Fees-After February 6, 2004.**

Please note that Registration fees will increase by \$75.00 if registration is received after February 6, 2004.

\$ 550.00 Physicians/ Administrators  
\$ 470.00 Members (FACEP, Benchmarking Alliance)  
\$ 250.00 Residents\*  
\$ 450.00 Allied Health (Nurses, PA's)

\*Residents must include a letter from their Director with the registration form.

Faculty Disclosure: In accordance with ACCME Standards and FEMF Policy, all faculty are required to disclose to the program audience any real or apparent conflict(s) of interest to the content of their presentations.

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## REGISTRATION FORM

To register by mail: return this form with your payment to  
Florida Emergency Medicine Foundation  
3717 S. Conway Road, Orlando, FL 32812  
Tel: (407) 281-7396 or (800) 766-6335  
Fax (407) 281-4407

Make checks payable to: FEMF

Registration Fee Enclosed (check one):

**Prior to February 6, 2004**

\_\_\_ \$ 495.00 Physician / Administrators

\_\_\_ \$ 395.00 FCEP / Benchmark Alliance Member

\_\_\_ \$ 250.00 \*\*Residents

\_\_\_ \$ 375.00 \*Allied Health

**After February 6, 2004**

\_\_\_ \$ 550.00 Physician / Administrators

\_\_\_ \$ 470.00 FCEP / Benchmark Alliance Member

\_\_\_ \$ 250.00 \*\*Residents

\_\_\_ \$ 450.00 \*Allied Health

\*Allied Health includes-Nurses, and PA's

\*\*Residents must include a letter from your director with this form.

Note: Fees will increase by \$75.00 if registration is received after February 6, 2004

NAME \_\_\_\_\_  
(As it is to appear on badge)

TITLE \_\_\_\_\_ LIC# \_\_\_\_\_ Exp. Date \_\_\_\_\_ State Of License \_\_\_\_\_

HOSPITAL/ORGANIZATION \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

PHONE \_\_\_\_\_ FAX \_\_\_\_\_ Email \_\_\_\_\_

PLEASE BILL TO MY (check one): \_\_\_ VISA \_\_\_ MASTERCARD **(AMERICAN EXPRESS NOT ACCEPTED)**

Note: Form may be faxed if using a credit card with cardholder signature only. Fax number (407) 281-4407

Card # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Cardholder Name \_\_\_\_\_ Signature \_\_\_\_\_

Amount Enclosed \$ \_\_\_\_\_

The following are challenges faced by my ED for Town Hall Forum discussion:

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\_\_\_\_\_

Note: Cancellation and refunds will be made only if requested in writing to the Benchmarking Conference Registrar. No refunds will be made after March 2004. For all cancellations, an administrative fee of \$75.00 will be retained. Registration may be transferred to another individual.

\*Conference confirmation letters will be mailed upon receipt of payment.

FEDERAL TAX ID #59-3001777

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Emergency Medicine Learning & Resource Center



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**EDBA**  
EMERGENCY DEPARTMENT BENCHMARKING ALLIANCE

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