ED Management & Leadership

- **Number Needed to Treat: Pinpointing ED Interventions That Matter Most**
  10/27/2019 11:30 AM - 12:20 PM  
  SU-14  
  *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.

- **Social Medicine That Matters Most in the Trenches**
  10/27/2019 12:30 PM - 1:20 PM  
  SU-30  
  *Faculty: Dennis Hsieh, MD, JD*
  
  Although designed for medical emergencies, EDs have become a common place where patients seek help for various problems. EDs thus care for patients who present for not only heart attacks & strokes, but also a variety of social ills, such as homelessness, poverty, & hunger. It is estimated that only 20% of a patient’s health is shaped by medical care whereas social & economic factors account for 40% of health outcomes, highlighting the importance of concurrent medical & social interventions to advance patient health outcomes. Previous studies have shown that providers are unable to address these social issues because of: 1) lack of time, 2) lack of understanding of the importance of these issues, 3) discomfort exploring these issues, & 4) lack of knowledge of available community resources. Thus, EDs & emergency providers are often left frustrated, unable to address the root cause of the patient’s visit. The speaker will review the latest innovations in addressing the social determinants of health to illustrate for attendees the options available to them & their departments. Thus, instead of merely referring to social work, attendees can take these innovations & partner with social work to better help patients address their social needs. In doing so, ED providers will not only improve patient satisfaction, ED flow, & health outcomes but also decrease costs, ED overcrowding, & healthcare utilization.

- **Resuscitation for your Reputation: Recovering from Wrong**
  10/27/2019 1:00 PM - 1:25 PM  
  SU-39  
  *Faculty: Gary W. Tamkin, MD, FACEP*
  
  An overview of how the attendee can mentor others or help themselves overcome disruptive provider behavior will be discussed during this session.
• **ED Crowding: Lack of Capacity or Leadership**  
  10/27/2019 1:30 PM - 2:20 PM  
  SU-45  
  *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.

• **Remember That Patient You Saw? How to Minimize Patient Bouncebacks to the ED**  
  10/27/2019 1:30 PM - 1:55 PM  
  SU-43  
  *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.

• **How to Sleep Soundly after Discharging Suicidal Patients from Your ED**  
  10/27/2019 1:30 PM - 1:55 PM  
  SU-42  
  *Faculty: TBA*  
  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.

• **This Boarding is Crazy: What to Do With Mental Health Boarders in Your ED**  
  10/27/2019 4:30 PM - 4:55 PM  
  SU-79  
  *Faculty: Nicole Franks, MD, FACEP*  
  Nearly every department is faced on a daily basis with the challenge of boarding mental health patients. The speaker will discuss challenging mental health ED boarding cases & effective strategies for managing these patients. Audience members will participate in a lively discussion & be able to ask questions of how best to handle these difficult cases.
• **Moving from Unwellness to Wellness at the Organizational Level**  
  10/28/2019 8:00 AM - 8:50 AM  
  MO-96  
  **Faculty:** Arlene Chung, MD, MACM; 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.

• **Patient Satisfaction: Truths, Half-Truths & Utter Lies - A Debate for the Ages**  
  10/28/2019 10:00 AM - 10:50 AM  
  MO-134  
  **Faculty:** Robert W. Strauss, MD, FACEP (Moderator); Kirk B. Jensen, MD, FACEP; 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.

• **Crash, Burn, or Fly: Aviation Applications to EM**  
  10/28/2019 10:30 AM - 10:55 AM  
  MO-137  
  **Faculty:** Torree M. McGowan, MD, FACEP  
  Aviation has made tremendous strides in safety improvement & is regarded as one of the premier industries for promoting a culture of safety. One well known book discusses Why Hospitals Should Fly, citing innovations such as checklists & crew resource management techniques as key safety interventions. The speaker will explore other aspects of what helps make aviation a highly reliable industry, but that are not discussed often in healthcare settings.

• **Innovative Strategies to Optimize ED Flow**  
  10/28/2019 3:30 PM - 4:20 PM  
  MO-185  
  **Faculty:** Kirk B. Jensen, MD, 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.
• Building a Better Workplace: Creating Diversity & Inclusion in your ED!
10/28/2019 3:30 PM - 4:20 PM
MO-181
Faculty: TBA
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.

• Dogmalysis: Challenging Myths & Dogma in Emergency Medicine
10/28/2019 4:00 PM - 4:25 PM
MO-193
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.

• Super Strategies to Help Your ED Super-Utilizers
10/28/2019 4:30 PM - 5:30 PM
MO-204
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.

• EDPECS is Coming! : Preparing for the New Patient Experience Reality of EM
10/29/2019 9:00 AM - 9:50 AM
TU-235
Faculty: Thom A. Mayer, MD, FACEP
CMS has finalized the new Emergency Department Patient Experience of Care (EDPECS) survey, which will be operational in 2019. The questions on this survey differ in important ways from the current surveys in content, form, & substance. This course delineates the question set of the survey, as well as detailing strategies to deal with this new reality, which presents a fundamental change in the approach to surveying patients regarding their ED experience.

• Ask the Experts: Ethical Dilemmas & Tough Decisions in the Emergency Department
10/29/2019 10:00 AM - 10:50 AM
TU-249
Faculty: Eileen F. Baker, MD, FACEP; Catherine A. Marco, MD, FACEP; Gregory L. Henry, MD, 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.
• **Split Flow Success – Avoiding Pitfalls & Getting Up to Speed!**: ACEP Connect  
10/29/2019 10:00 AM - 10:50 AM  
TU-253  
*Faculty: Jay A. Kaplan, MD, FACEP; Abhishek Mehrotra, MD, MBA, 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.

• **Critical Topics in Behavioral Emergencies for Emergency Physicians: Operational Improvement**  
10/29/2019 12:30 PM - 1:20 PM  
TU-266  
*Faculty: Kimberly Nordstrom, MD, JD; Leslie S. Zun, MD, FACEP*

Studies have shown that approximately 1 in 8 visits to a US emergency department involve mental or substance use disorders. Many of these patients end up boarding in the ED while waiting for an inpatient bed. While ED boarding is a significant challenge, there are strategies the emergency physician can employ to lessen this burden & increase turnaround. Improved ED turnaround can not only prevent costly boarding, but can also reduce iatrogenic effects such as patient agitation & violence. The Coalition on Psychiatric Emergencies (CPE) seeks to address the need for improved operations regarding psychiatric care in the ED.

• **Freestanding EDs: Threat, Opportunity, or Both?**  
10/29/2019 1:30 PM - 1:55 PM  
TU-282  
*Faculty: Thom A. Mayer, 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.

• **Quick Doc: Providers in Triage**  
10/30/2019 9:00 AM - 9:25 AM  
WE-325  
*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.
• **Top 10 Decisions ED Leaders Need to Make When Designing a High-Performance ED**

*10/30/2019 10:00 AM - 10:50 AM*

**WE-361**

*Faculty: Malcolm A. Creighton, MD, FACEP; Jon Huddy*

Emergency physicians have an inherent understanding of how a successful emergency department needs to operate to deliver high performance. This knowledge needs to be the basis for which each ED physician leader draws on to make decisions during the architectural design process. The architectural design process is one that builds on major decisions from key leaders from the very start of the project that will define the ultimate success for delivering streamlined, efficient, & safe patient care. The presenter of this session is the author of ACEP’s ED design book & will draw on his experience of working with over 300 ED physician leaders to develop successful ED architectural projects. There is a wave of emergency department re-design projects coming across the US & around the world. The session will explain how ED physicians need to lead their design teams & guide the in-house design team to reach consensus on the top 10 decisions that will shape the overall success of their future departments. Key decisions will be presented & discussed regarding overall department sizing, physical organization, staffing/coverage issues, safety/security, & appropriate physician & staff work space as technology changes in the future. There are key decisions you will need to make as a physician leader, & mistakes that you will need to avoid, when you are positioned as the leader of your in-hospital emergency department design team. This presentation will position you to confidently lead your team during the design & delivery of a successful emergency department architectural project.

• **A Rapid Response to System Based Errors: Expert Tips for Improving Safety**

*10/30/2019 12:00 PM - 12:50 PM*

**WE-385**

*Faculty: Kathryn Kellogg, MD, MPH*

Adverse events are a reality in emergency medicine. All states & the Joint Commission require Root Cause Analysis (RCA) in response to these events, but many are ineffective & fail to produce meaningful change. During this session, the expert who was involved in the development of recent systems-based RCA tools produced by the Agency for Healthcare Research & Quality & the National Patient Safety Foundation will describe safety science & human factors engineering philosophies underlying this new method. Participants will gain the tools necessary to go beyond the “who’s to blame” mentality & perform systems-based event reviews that will truly improve safety.

• **Through the Looking Glass: Why Healthcare's Future Requires the Skills of EM**

*10/30/2019 12:00 PM - 12:50 PM*

**WE-388**

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

The future of healthcare will be one of cataclysmic change in a capacity-constrained environment, where teamwork & the ability to deal with complex adaptive systems will be a requirement, not a desired quality. Because of both its history & the present milieu, emergency medicine leaders & managers have precisely the skills required to lead healthcare's future. Making the patient a part of the team, an understanding of team dynamics, working across boundaries, courage to promote change in the face of resistance, an ability to reward champions while corralling stragglers, generosity of spirit, & deep passion (which prevents burnout) are all skills emergency physicians have in abundance. This talk will illustrate those traits & how they will be essential to healthcare's future.
How & Why Geriatric ED Accreditation is a Good Idea for Your Hospital, Your ED, & Your Patients
10/30/2019 12:00 PM - 12:25 PM
WE-382
Faculty: Christina L. Shenvi, MD, PhD, FACEP

The care of older patients is often more time-consuming & complex than younger patients. As the population ages, we can expect older adults will make up 25% of all ED visits by 2030. ACEP now offers accreditation as a geriatric ED at three levels. This talk will explain why geriatric accreditation is a good idea for your ED, your hospital system, & your patients. We will also present the nuts & bolts of how to obtain accreditation at the three levels. If you are a medical director, ED leader, are interested in becoming a champion of geriatric care in your ED, or are curious about becoming a geriatric ED, this talk will provide you with inspiration & practical next steps.