

# ED Benchmarks 2005

Discover Real - World Solutions to Common ED Problems

## CONFERENCE BROCHURE

**March 4-5, 2005**  
Loews Royal Pacific Resort  
Orlando, FL

**ED Benchmarks  
2005**

### Conference Overview

**ED Benchmarks 2005** will emphasize real world solutions to common ED problems. Featured this year is a *Panel Discussion: The Emergency Medicine System 2010* which provides an opportunity to discuss with colleagues and an expert panel the future of the Emergency Medicine System. After this conference, attendees will be able to implement concrete plans and strategies in their Emergency Department.

### Audience

**Over 150** will attend **ED Benchmarks 2005** which includes 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.

### Presented by the

Emergency Medicine Learning & Resource Center and the  
Emergency Department Benchmarking Alliance.



### ACEP's Spring Congress

**ED Benchmarks 2005** is presented in conjunction with **ACEP's 2005 Spring Congress** - March 5-7, 2005. If you register for the ED Benchmarks Conference and the ACEP Spring Congress, you will receive a 15% discount for each meeting. *If you qualify for this discount, be sure to check the appropriate box on the registration form.* More information available at <http://meetings.acep.org/Meetings/SpringCongress>



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In conjunction with  
**ACEP's 2005 Spring Congress**  
March 5-7, 2005



American College of  
Emergency Physicians®

**REGISTER  
ONLINE!**  
[www.emlrc.org](http://www.emlrc.org)

### Conference Overview

**ED Benchmarks 2005** will emphasize real world solutions to common ED problems. The very popular Town Hall Forum will be returning to provide an opportunity to have your individual ED challenges addressed by an expert panel.

### Location of ED Benchmarks 2005

#### Loews Royal Pacific Resort

6300 Hollywood Way · Orlando, FL 32819 · (407) 503-3000  
[www.loewshotels.com/hotels/orlando\\_royal\\_pacific](http://www.loewshotels.com/hotels/orlando_royal_pacific)  
Room Rate: \$185 S/D plus tax. *Mention ED Benchmarks 2005.*  
Guest Room Reservations Cut-Off Date:  
Saturday, February 5, 2005 *Reserve your room early!*

### Exhibit Hall Dates & Hours

#### Exhibits Open

Saturday, March 5 <sup>th</sup>	10:00am - 7:00pm
Sunday, March 6 <sup>th</sup>	8:00am - 11:00am

Creative Solutions for the Efficient ED



**ED Benchmarks  
2005**

> **Emergency Medicine Learning & Resource Center**  
3717 South Conway Road, Orlando, FL 32812  
800.766.6335 | Fax 407.281.4407 | [www.emlrc.org](http://www.emlrc.org)

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**CONFERENCE  
BROCHURE**

## Program Objectives

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 process for utilizing a team triage approach in the emergency department.
- Discuss the process for managing emergency department surge capacity.
- Discuss solutions and benchmarks for dealing with emergency department overcrowding and delays.
- Discuss the importance of patient safety, medical error and risk 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.
- Explain the concept of "core measures" and how they relate to the emergency department.
- Explain the concept of the 30 minute guarantee process for emergency departments.
- Explain the top strategies for emergency department staff recruitment.
- Explain the concept of the turnstile emergency department and the charity care program.

## Program Partner

### 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.

## Program Schedule

- Friday, March 4, 2005 7:00am - 5:45pm
- Saturday, March 5, 2005 7:00am - 5:45pm

## Continuing 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 14.0 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 14.0 hours of ACEP Category I credit.

Application has been made to the American Osteopathic Association for up to 14.0 hours of Category 2B credit.

**Nurses** - Up to 14.0 nursing contact hours will be provided by the Florida Emergency Medicine Foundation. FEMF is approved as a provider of nursing education by the Florida Board of Nursing, Provider #2731.

*To receive CME credit, participants must sign in each day. Attendance at an entire session is required to receive credit.*

## Sponsorship and Exhibit Opportunities

Contact Jerry Cutchens at (407) 281-7396 x15 or [jcutchens@emlrc.org](mailto:jcutchens@emlrc.org) or visit [www.emlrc.org/edbenchmarks2005.htm](http://www.emlrc.org/edbenchmarks2005.htm).

## Americans with Disabilities

EMLRC wishes to ensure no individual with a disability is excluded from the conference. If auxiliary aids or services are required in order to attend this program, notify EMLRC 15 days prior to the start of the conference.



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# ED Benchmarks 2005

## PROGRAM SCHEDULE

### Friday, March 4, 2005

- 7:00am-5:30pm Registration
- 7:00am-8:00am Continental Breakfast
- General Sessions**
- 8:00am-8:15am **Welcome and Introduction**  
David Seaberg, MD, FACEP  
Shari Welch, MD, FACEP
- 8:15am-9:15am **T3: Team Triage**  
Thom Mayer, MD, FACEP
- 9:15am-10:15am **Surge Capacity Management**  
Jim Augustine, MD, FACEP
- 10:15am-10:45am **Break**
- 10:45am-11:45am **Can't Get No Satisfaction:  
What Your Patients Really  
Want: A Review of the Literature**  
Shari Welch, MD, FACEP
- 11:45am-1:15pm **Lunch on your own**
- 1:15pm-2:15pm **Risk Reduction in The Emergency Department**  
Thom Mayer, MD, FACEP
- 2:15pm-3:15pm **The Turnstile ED & Charity Care Program:  
Getting Your Ask In Gear**  
Todd B. Taylor, MD, FACEP
- 3:15pm-3:45pm **Break**
- 3:45pm-4:45pm **ACEP Taskforce on Benchmarking Data**  
Richard Bukata, MD
- 4:45pm-5:45pm **Core Measures**  
Debra Richey, RN, MPA

### Saturday, March 5, 2005

- 7:00am-5:30pm Registration
- 7:00am-8:00am Continental Breakfast
- 10:00am-7:00pm Exhibits Open
- General Sessions**
- 8:00am-8:05am **Welcome and Introduction**  
David Seaberg, MD, FACEP  
Shari Welch, MD, FACEP
- 8:05am-9:05am **Outstanding ED Performance**  
Jeanne McGrayne, RN, MSN
- 9:05am-10:05am **Arizona Case Study: How We Solved the  
Hospital and ED Capacity Problem**  
Todd B. Taylor, MD, FACEP
- 10:05am-10:50am **Break in the Exhibit Hall**
- 10:50am-11:50am **Quality Improvement for Dummies**  
Shari Welch, MD, FACEP
- 11:50am-1:15pm **Lunch - Panel Discussion:  
The Emergency Medicine System 2010**  
Open to all attendees. Indicate on  
registration form if you plan to attend.
- 1:15pm-2:15pm **Seen in the ED in 30 Minutes  
or Less Guaranteed!**  
William Tucker, MD, FACEP
- 2:15pm-3:15pm **ED Overcrowding**  
Peter Vicellio, MD, FACEP
- 3:15pm-3:45pm **Break in the Exhibit Hall**
- 3:45pm-4:45pm **"Taming of the Shrew":  
Staff Recruitment Strategies**  
Linda Laskowski Jones, RN, MS, APRN, BC, CCRN, CEN
- 4:45pm-5:45pm **Minimizing Triage Errors in a Chaotic ED:  
Lessons Learned the Hard Way**  
Kathleen A. Delaney, MD

## FACULTY

James Augustine, MD, FACEP  
Clinical Assistant Professor, Dept  
Emergency Medicine, Emory University  
Director of Clinical Operations, EMP  
Medical Director, Atlanta Fire Department  
Hartsfield Jackson Atlanta Intl. Airport  
Atlanta, GA

Richard Bukata, MD, FACEP  
Chair, ACEP Benchmarking Taskforce  
Clinical Professor of Emergency Medicine  
LA County / USC Medical Center  
Emergency Department Medical Director  
San Gabriel Valley Medical Center,  
San Gabriel, CA

Kathleen A. Delaney, MD  
Medical Director  
Parkland Hospital Emergency Department  
Professor, Division of Emergency Medicine  
UT Southwestern Medical Center  
Parkland, TX

Linda Laskowski Jones, RN, MS, APRN  
CCRN, CEN  
Director  
Trauma, Emergency & Aeromedical Services  
Christiana Care Health Systems  
New Castle, DE

Thom Mayer, MD, FACEP  
Emergency Medicine and Pediatrics,  
Georgetown University School of Medicine  
Chairman Emeritus Department of  
Emergency Medicine,  
Fairfax Inova Hospital  
President & CEO Best Practices Inc.  
Medical Director NFL Players Association  
Fairfax, VA

Jeanne McGrayne, RN, MSN  
Director  
VHA Consulting Services  
Carthage, NC

Debra Richey, RN, MPA  
Director Emergency Services  
Parkview Hospital  
Fort Wayne, IN

**ED Benchmarks 2005**  
**Creative Solutions for the Efficient ED**  
**March 4-5, 2005**

**Todd B. Taylor, MD, FACEP**

Vice-Speaker, American College of  
Emergency Physicians  
Vice-President for Public Affairs,  
Arizona College of Emergency Physicians  
Attending Emergency Physician,  
Banner Good Samaritan Medical Center,  
Affiliate Assistant Professor,  
Arizona College of Osteopathic Medicine,  
Chief Medical Officer,  
MediServe Information  
Systems- MediLinks® ED  
EMTALA Compliance Consultant  
EMTALA Consultant Arizona QIO  
Health Services Advisory Group  
Phoenix, AZ

**William E. Tucker, MD, FACEP**

Medical Director, Emergency Services  
Saint Rita's Medical Center  
Lima, OH

**Shari Welch, MD, FACEP**

Quality Improvement Director  
LDS Hospital  
University of Utah School of Medicine  
Salt Lake City, UT

**Peter Viccellio, MD, FACEP**

Vice Chairman, Department of  
Emergency Medicine  
School of Medicine Health Sciences Center  
SUNY at Stony Brook  
Stony Brook, NY

**Faculty Disclosure**

The Florida Emergency Medicine Foundation adheres to ACCME standards regarding industry support of continuing medical education, and the disclosure of faculty and commercial sponsor relationships (if any) will be made known during the educational activity. Faculty are expected to openly disclose inclusion of discussion on any off-label, experimental or investigative use of drugs, devices, or equipment or any commercial sponsorship relations in their presentations.

## BENCHMARKS 2005 CONFERENCE REGISTRATION FORM

First Name MI Last Name Suffix

Title Hospital Mailing Label Priority Code

Address

City State Zip

Phone Fax Email

Type of License State of License License # Exp. Date

*Required Information to receive CME/CEU's*

**Registration Fee Schedule** *Check only one if applicable.*

*Before or on February 4, 2005*

- \$495 (\$420.75\*) - Physician / Administrator
- \$395 (\$335.75\*) - FCEP / Benchmark Alliance Member
- \$250 (\$212.50\*) - Resident\*\*
- \$375 (\$318.75\*) - Allied Health Professional\*\*\*

*After February 4, 2005*

- \$570 (\$484.50\*) - Physician / Administrator
- \$470 (\$399.50\*) - FCEP / Benchmark Alliance Member
- \$250 (\$212.50\*) - Resident\*\*
- \$450 (\$382.50\*) - Allied Health Professional\*\*\*

*Attending both ED Benchmarks and ACEP's Spring Congress*

- \*Yes, I am attending both ED Benchmarks and ACEP's Spring Congress. The 15% discounted rate listed above applies to my registration.

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

*\*\*\*Allied Health Professional includes Nurses and PA's.*

**Total Fees Enclosed \$\_\_\_\_\_**

**Panel Discussion: The Emergency Medicine System 2010** *List any topics of interest.*

The following are topics I would enjoy being discussed at the panel discussion:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Payments accepted by Visa, Mastercard, Check or Purchase Order. *American Express not accepted. Payment must accompany registration form.*

Make checks payable to EMLRC and mail to 3717 S. Conway Road, Orlando, FL 32812  
Phone: (407) 281-7396 or (800) 766-6335 Fax: (407) 281-4407 Federal Tax ID #59-3001777  
*Credit card number needed to guarantee registration unless Check or PO accompanies registration form.*

Credit Card Number: \_\_\_\_\_

Credit Card Type:  Visa  Mastercard

Expiration Date: \_\_\_\_\_ Cardholder Name: \_\_\_\_\_

**Indicate if you need a CME/CEU Certificate.**  
 Yes, I need a CME/CEU Certificate.  
 No, I do not need a CME/CEU Certificate.  
*Certificates are printed in advance and can be picked up at the registration desk prior to departure from the conference. If you do not check yes, an onsite certificate will not be available.*

**Cancellations and refunds will be made only if requested in writing to the 2005 ED Benchmarks Conference Registrar. No refunds will be made after February 11, 2005. For all cancellations, an administrative fee of \$75.00 will be retained. Registration may be transferred to another individual.**

**Indicate if you plan on attending the Panel Discussion: The Emergency Medicine System 2010 on Saturday, March 5<sup>th</sup>.**  
 Yes, I will attend.  No, I will not attend.

