



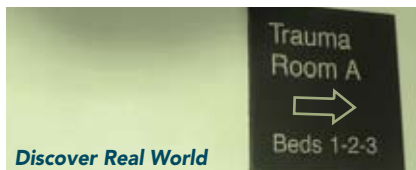
10th ANNUAL

ED Benchmarks²⁰⁰⁷

presents

Discover Real World Solutions to Common ED Problems

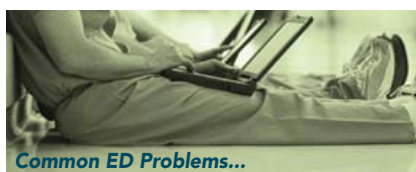
CONFERENCE BROCHURE



Discover Real World



Solutions to



Common ED Problems...

Conference Location

The Rosen Shingle Creek Resort · 9939 Universal Boulevard
Orlando, FL 32819 · Reservations (866) 996-6338

March 23-25, 2007

Conference Overview

ED Benchmarks 2007 will emphasize real world solutions to common ED problems. The very popular Town Hall Forum will be returning to provide an opportunity to have individual ED challenges addressed by an expert panel. After this conference, attendees will be able to implement concrete plans and strategies to the problems they face.



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 of ED performance measures.

More Information

Browse to www.emlrc.org or call (800) 766-6335.



Presented by

Emergency Medicine Learning & Resource Center . www.emlrc.org



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Orlando, FL 32819 . Reservations (866) 996-6338
Room Rate: \$169.00 S/D · Mention *EMLRC's ED Benchmarks 2007*
Cut-off date for special room rate: Thursday, February 22, 2007

Exhibit Hall Dates & Hours

Exhibits Open

Friday, March 23rd 7:00am - 3:00pm

Saturday, March 24th 7:00am - 10:00am

ED Benchmarks 2007
Creative Solutions for the Efficient ED
March 23-25, 2007



> **Emergency Medicine Learning & Resource Center**
3717 South Conway Road, Orlando, FL 32812
800.766.6335 | Fax 407.281.4407 | www.emlrc.org

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ORGANIZATION
US POSTAGE
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ORLANDO, FL

presents

Discover Real World Solutions to Common ED Problems

**CONFERENCE
BROCHURE**

March 23-25, 2007

The Rosen Shingle Creek Resort · Orlando, FL



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:

- Explain the importance of measuring patient flow to improve Emergency Department performance.
- Discuss how leadership skills can impact patient flow in the Emergency Department.
- Explain the importance of utilizing information technology in the Emergency Department.
- Explain the importance of utilizing a quality improvement process in the Emergency Department.
- Discuss the process for managing Emergency Department patient flow.
- Discuss the financial issues related to poor Emergency Department patient flow.
- Discuss solutions and benchmarks for dealing with Emergency Department overcrowding and delays.
- Explain the importance of architecture and floor plans as they relate to the functionality and patient flow of the Emergency Department.
- Explain how utilization of a team based approach can help to improve Emergency Department patient flow.
- Explain how the concept of Case Management can help to improve patient care in the Emergency Department.
- Discuss the concept of Neurological Imaging Triage and how it can positively impact patient care in the Emergency Department.
- Discuss the concept of Team Triage and how it can positively impact patient care in the Emergency Department.
- Explain the importance of data collection and its impact on analysis and research.
- Discuss the concepts of implementing change to produce positive outcomes.

Program Schedule

- Friday, March 23, 2007 8:00am - 5:45pm
- Saturday, March 24, 2007 8:15am - 12:45pm
- Sunday, March 25, 2007 8:15am - 12:30pm

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 15.0 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 15.0 hours of ACEP Category I credit. Application has been made to the American Osteopathic Association for up to 15.0 hours of Category 2B credit.

Nurses - Up to 15.0 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

Visit www.emlrc.org/edbenchmarks2007.htm or contact Jerry Cutchens at (407) 281-7396 x15, jcutchens@emlrc.org.

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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PROGRAM SCHEDULE

Friday, March 23, 2007

- 7:00am-5:30pm Registration
- 7:00am-8:00am Continental Breakfast
- 7:00am-3:00pm Exhibits Open
- General Sessions*
- 8:00am-8:15am Welcome and Introduction
- 8:15am-9:15am Leadership for Great Patient Flow
Thom Mayer, MD, FACEP
- 9:15am-10:15am Emergency Department Design & Patient Flow: An Architect's Perspective
Charles W. Cole, Jr., AIA, ACHA
- 10:15am-10:45am *Break in the Exhibit Hall*
- 10:45am-11:45am Going Electronic in the Emergency Department
The Parkview Medical Center (CO)
Physician Assistant Liaison Program
Mike Archuleta, RN, MSN, CCRN
- 11:45am-1:15pm *Lunch on your own - Visit Exhibits*
- 1:15pm-2:15pm Show Me the Money:
The Cost of Poor Patient Flow
Kirk Jensen, MD, MBA, FACEP
- 2:15pm-2:45pm *Break in the Exhibit Hall*
- 2:45pm-3:45pm A Team Based Concept for Improving Emergency Department Flow
Kirk Jensen, MD, MBA, FACEP
- 3:45pm-4:45pm Measuring Flow: Outstanding Performance
Jeanne McGrayne, RN, MSN
- 4:45pm-5:45pm Town Hall Forum:
Emergency Department Patient Flow

Saturday, March 24, 2007

- 7:00am-11:45pm Registration
- 7:00am-8:00am Continental Breakfast
- 7:00am-10:00am Exhibits Open
- General Sessions*
- 8:15am-9:15am Emergency Care Center Guarantee:
The Sarasota Memorial Experience
William W. Colgate, MD, FACEP
- 9:15am-9:45am *Break in the Exhibit Hall*
- 9:45am-10:45am Improving ED Care Through Case Management
Kathy Robinson, BS, RN, CEN EMT-P
- 10:45am-11:45am Neurological Imaging Triage
Timothy Bullard, MD, MBA
- 11:45am-12:45pm Team Triage
Thom Mayer, MD, FACEP, FAAP

Sunday, March 25, 2007

- 7:30am-12:30pm Registration
- 7:00am-8:00am Continental Breakfast
- 8:15am-9:15am Exploring Emergency Department Best Practices
Richard Bukata, MD, FACEP
- 9:15am-9:30am *Break*
- 9:30am-10:30am Quality Improvement Success Stories in an Academic Emergency Department
James Killeen, MD
- 10:30am-11:30am Success is in the Implementation of Change
Mike Drinkwater

FACULTY

Mike Archuleta, RN, MSN, CCRN
Director of Emergency Services
Parkview Medical center
Pueblo, CO

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

Timothy Bullard, MD, MBA
Chief Medical Officer
Orlando Regional Medical center
Orlando, FL

Charles W. Cole, Jr., AIA, ACHA
President
HuntonBrady Architects
Orlando, FL

William W. Colgate, MD, FACEP
Vice President of Medical Affairs
Medical Director of Emergency Services
Sarasota Memorial Hospital
Sarasota, FL

Mike Drinkwater
President
Martin Gottlieb & Associates, LLC
Jacksonville, FL

Kirk Jensen, MD, MBA, FACEP
Vice President of Clinical Operations
Best Practices, Inc.
Faculty
Institute of Healthcare Improvement
Expert Panelist
Urgent Matters/Roberts Woods Johns
Foundation
Fairfax, VA

James Killeen, MD
Associate Clinical Professor of Medicine
UCSD Medical Center
Department of Emergency Medicine
Department of Hyperbaric Medicine
Emergency Department Information
San Diego, CA

ED Benchmarks 2007
Creative Solutions for the Efficient ED
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BENCHMARKS 2007 CONFERENCE REGISTRATION FORM

Thom Mayer, MD, FACEP, FAAP
 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
 Senior Director,
 Managing Principal
 Premier, Inc.
 Carthage, NC

Kathy Robinson, BS, RN, CEN EMT-P
 EMS Planning & Clinical Systems Manager
 Pennsylvania Department of Health,
 Past President
 Emergency Nurses Association
 Program Advisor
 National Association of State EMS Officials
 Bloomsburg, PA

Roxanne Sams, MSN, ARNP-C, MA
 EmCare
 Navigant Consulting
 Clearwater, FL

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.

Faculty & Presentations Subject to Change.

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

(License Information Required to receive CME's/CEU's) National Registry # Exp. Date

Registration Fee Schedule Check only one if applicable.
 Before or on February 23, 2007

- \$495 - Physician / Administrator
- \$395 - FCEP Member
- \$250 - Resident*
- \$375 - Allied Health Professional**

After February 23, 2007

- \$570 - Physician / Administrator
- \$470 - FCEP Member
- \$250 - Resident*
- \$450 - Allied Health Professional**

*Residents please include a letter from your director with this form.
 **Allied Health Professional includes Nurses and PA's.

Total Fees Enclosed \$ _____

Town Hall Forum List any topics of interest.

The following are topics I would enjoy being discussed at the Town Hall Forum:

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: _____

Cardholder Signature: _____



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 2007 ED Benchmarks Conference Registrar. No refunds will be made after March 9, 2007. 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 Town Hall Forum: Emergency Department Patient Flow on Friday, March 23rd.
 Yes, I will attend. No, I will not attend.