



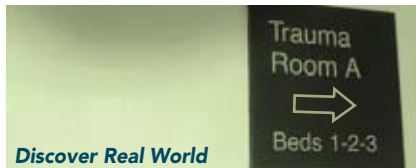
11th ANNUAL

ED Benchmarks²⁰⁰⁸

Discover Real World Solutions to Common ED Problems

presents

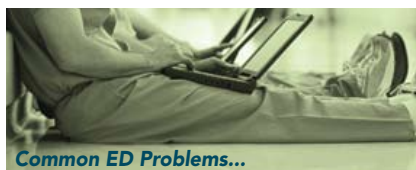
CONFERENCE BROCHURE



Discover Real World



Solutions to



Common ED Problems...

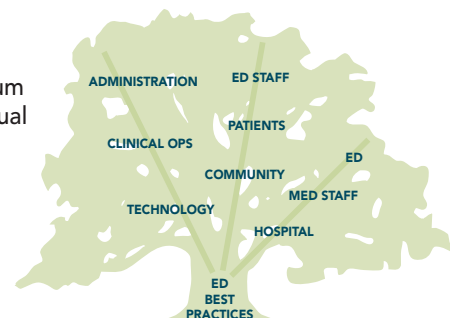
Conference Location

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

March 28-30, 2008

Conference Overview

ED Benchmarks 2008 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

Register online at www.emlrc.org or call (800) 766-6335.

Presented by

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



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Room Rate: \$185.00 S/D · Mention *EMLRC's ED Benchmarks 2008*
Cut-off date for special room rate: Wednesday, February 27, 2008

Exhibit Hall Dates & Hours

Exhibits Open

Friday, March 28th 7:00am - 2:45pm
Saturday, March 29th 7:00am - 10:00am

ED Benchmarks 2008
Creative Solutions for the Efficient ED
March 28-30, 2008



> *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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**CONFERENCE
BROCHURE**

March 28-30, 2008

The Rosen Shingle Creek Resort · Orlando, FL



ED Benchmarks 2007 Conference Testimonial



"The last five years, our group at Shands University of Florida set up a scholarship to send up to 10 nurses and 5 physicians/physician assistants to the ED Benchmarks Conference. It was a wonderful opportunity to learn about and get buy-in regarding innovative ways to improve our ED. We would meet for lunch during the conference

to discuss ideas we wanted to take back to Shands UF. As a group, we would meet after the conference back in Gainesville and implement two new programs from the ED Benchmarks Conference. The camaraderie and improved morale from working together to enhance our ED performance far surpassed any cost of the conference."

David C. Seaberg, MD, CPE, FACEP

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 IOM Report on Emergency Medicine and how it has effected emergency department operations and logistics.
- Discuss EMTALA and its effects on emergency department operations.
- Explain the Physician Quality Reporting Initiative and its value for emergency departments.
- Explain the importance of measuring patient flow to improve emergency department performance.
- Discuss the process for managing emergency department patient flow.
- Discuss how leadership skills can impact patient flow in the emergency department.
- Explain the zero-wait-time concepts and how it can be used in an emergency department.
- Discuss the issues related to staffing an emergency department.
- Explain concept of freestanding emergency rooms.
- Discuss the planning and operational issues related to free standing emergency rooms.
- Explain the importance of utilizing a quality improvement process in the emergency department.
- Discuss the financial strategies that can be used to help support the operational status of the emergency department.
- Discuss the relationship between data acquisition and physician behavior.
- Discuss the ten strategies for improving patient safety in the emergency department.
- Explain the concept of evidence based leadership and its application in the emergency department.
- Discuss the mission of the Emergency Medicine Network and its work with emergency departments.

Program Schedule

- Friday, March 28, 2008 8:00am - 4:45pm
- Saturday, March 29, 2008 8:00am - 12:30pm
- Sunday, March 30, 2008 8:15am - 11:30am

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 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 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/edbenchmarks2008.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 28, 2008

- 7:00am-5:30pm Registration
- 7:00am-8:00am Continental Breakfast
- 7:00am-2:45pm Exhibits Open
- General Sessions**
- 8:00am-8:15am Welcome and Introduction
- 8:15am-9:15am EMTALA: Issues and Answers
Loren Johnson, MD
- 9:15am-10:15am 10 Practical Strategies for Patient Safety in the ED
Tracy G. Sanson, MD, FACEP

- 10:15am-10:45am Break in the Exhibit Hall
- 10:45am-11:45am Evidence Based Leadership
Pam Beitlich, RN, MSN, ARNP
- 11:45am-1:15pm Lunch – Panel Discussion

1:15 – 3:45pm **Breakout Sessions**
Sessions Repeated on Saturday
Select One Session

- 1:15pm-3:45pm Session A – Patient Flow
Thom Mayer, MD, FACEP, FAAP &
Kirk Jensen, MD, MBA, FACEP
- 1:15pm-3:45pm Session B - Financial Strategies
Mike Drinkwater
- 1:15pm-3:45pm Session C - ED Staffing Issues
Suzanne Stone-Griffith RN, MSN, CNA &
Mary Jagim, RN, BSN, CEN
- 2:15pm-2:45pm Break in the Exhibit Hall
- 3:45pm-4:45pm Freestanding ED's Issues and Answers
Thom Mayer, MD, FACEP, FAAP

Saturday, March 29, 2008

- 7:00am-11:45am Registration
- 7:00am-8:00am Continental Breakfast
- 7:00am-10:00am Exhibits Open
- General Session**
- 8:00am-9:00am Patient Flow and Zero Wait Time
Kirk Jensen, MD, MBA, FACEP
- 9:00am-9:30am Break in the Exhibit Hall

9:30am-11:30am **Breakout Sessions**
Sessions Repeated from Friday
Select One Session

- 9:30am-11:30am Session A – Patient Flow
Kirk Jensen, MD, MBA, FACEP
- 9:30am-11:30am Session B - Financial Strategies
Mike Drinkwater
- 9:30am-11:30am Session C - ED Staffing Issues
Suzanne Stone-Griffith RN, MSN, CNA &
Mary Jagim, RN, BSN, CEN
- 11:30am-12:30pm Applying Redesign Principles to Design ED and Hospital Patient Flow Processes
Jeanne McGrayne, RN, MSN

Sunday, March 30, 2008

- 7:30am-12:30pm Registration
- 7:00am-8:15am Continental Breakfast
- 8:15am-9:15am Update on the IOM Report
Brent Asplin, MD, MPH
- 9:15am-9:30am Break
- 9:30am-10:30am Physician Quality Reporting Initiative (PQRI)
Mike Drinkwater

FACULTY

Brent Asplin, MD, MPH
Research Director
Department of Emergency Medicine
Regions Hospital
St. Paul, MN

Pam Beitlich, RN, MSN, ARNP
The Studer Group
Gulf Breeze, FL

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

Mary Jagim, RN, BSN, CEN
Manager Emergency Care
MeritCare Health System
Fargo, ND

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

Loren Johnson, MD
President
Health Access Associates
Director, Emergency Services
Sutter Davis Hospital
Davis, CA
Chief Medical Officer
Sutter Emergency Medical Associates
Sacramento, CA

Faculty & Presentations Subject to Change.

BENCHMARKS 2008 CONFERENCE REGISTRATION FORM

Thom Mayer, MD, FACEP, FAAP
 President & CEO
 Professor of Emergency Medicine
 and Pediatrics,
 Georgetown University School of Medicine
 Medical Director, Police Helicopter Unit
 Fairfax County
 Fairfax, VA

Jeanne McGrayne, RN, MSN
 Senior Director, Managing Principal
 Premier, Inc.
 Carthage, NC

Tracy G. Sanson, MD, FACEP
 Education Director
 University of South Florida
 Emergency Medicine Program
 Director
 Undergraduate Emergency Medicine
 Education
 University of South Florida
 College of Medicine
 Director
 TeamHealth
 Professional Liaison Division
 Tampa, FL

Suzanne Stone-Griffith RN, MSN, CNAA
 AVP, Clinical Services Group
 HCA Healthcare
 Nashville, TN

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.

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 March 7, 2008

- \$525 - Physician / Administrator
- \$475 - FCEP Member
- \$300 - Resident*
- \$400 - Allied Health Professional**

After March 7, 2008

- \$595 - Physician / Administrator
- \$500 - FCEP Member
- \$300 - Resident*
- \$450 - Allied Health Professional**
- \$20 - Onsite Registration

Add \$20 to applicable registration category

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

Total Fees Enclosed \$ _____

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: _____

CME/CEU Certificate and Conference Evaluation

The Conference Evaluation will be available online. Your completed online evaluation will be required to receive your CME/CEU certificate. Once you complete the online evaluation, a certificate will be promptly issued to you via email from the EMLRC office.

Cancellations and refunds will be made only if requested in writing to the 2008 ED Benchmarks Conference Registrar. No refunds will be made after March 14, 2008. For all cancellations, an administrative fee of \$75.00 will be retained. Registration may be transferred to another individual.

