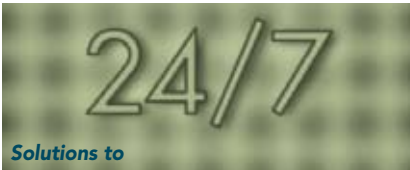
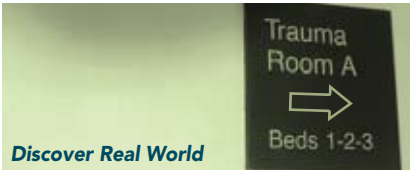


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# ED Benchmarks<sup>2009</sup>

Discover Real World Solutions to Common ED Problems

## CONFERENCE BROCHURE



## Conference Location

Hilton in the Walt Disney World Resort  
1751 Hotel Plaza Boulevard, Lake Buena Vista, FL 32830

## March 6-8, 2009

## Conference Overview

*ED Benchmarks 2009* 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](http://www.emlrc.org) or call (800) 766-6335.

## Presented by

Emergency Medicine Learning & Resource Center · [www.emlrc.org](http://www.emlrc.org)



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# ED Benchmarks<sup>2009</sup>

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For more information visit  
[www.emlrc.org](http://www.emlrc.org)



> **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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ORLANDO, FL

## Conference Location



### Hilton in the Walt Disney World Resort

1751 Hotel Plaza Boulevard, Lake Buena Vista, FL 32830  
Reservations (407) 827-4000  
Room Rate: \$195.00 S/D · Mention *EMLRC's ED Benchmarks 2009*  
Cut-off date for special room rate: Wednesday, February 9, 2009

## Exhibit Hall Dates & Hours

### Exhibits Open

Friday, March 6<sup>th</sup> 7:00am - 2:45pm  
Saturday, March 7<sup>th</sup> 7:00am - 10:00am

**ED Benchmarks 2009**  
**Creative Solutions for the Efficient ED**  
March 6-8, 2009



presents

Discover Real World Solutions to Common ED Problems

**CONFERENCE  
BROCHURE**

## March 6-8, 2009

Hilton in the Walt Disney World Resort



### ED Benchmarks 2008 Conference Testimonial



*"Each of 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. For example, information discovered at the ED Benchmarks Conferences directly*

*influenced our decision, and convinced our hospital system, to implement an EDIS and to initiate a team triage process. These have had dramatically positive effects on our operating and financial performance. The 2009 ED Benchmarks Conference is highly recommended as a great way to enhance and improve your ED's performance."*

*Joseph A Tyndall, MD, MPH, FACEP*

*Department of Emergency Medicine - Chairman*

*Chief of Emergency Services- Shands at the University of Florida  
Clinical Associate Professor*

### 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 current issues related to national health care reform.
- Discuss the "Pit Crew" approach to emergency department patient flow.
- Explain the concept of moving non-emergent patients out of the emergency department and into alternative care.
- Discuss the financial strategies that can be used to help support the operational status of the emergency department.
- Explain the methodologies of the Lean Process as it relates to emergency department operation.
- Discuss the current state of emergency medicine in the United States.
- Discuss the Physician Team Triage process for emergency departments.
- Discuss the Mid-level Provider Triage process for emergency departments.
- Discuss the SWAT Triage process for emergency departments.
- Discuss the pros and cons of the three triage process discussed during the conference.

### Program Schedule

- Friday, March 6, 2009 8:00am - 4:45pm
- Saturday, March 7, 2009 8:00am - 12:30pm
- Sunday, March 8, 2009 8:15am - 11:30am

### Continuing Education Credit

**Physicians** - The Emergency Medicine Learning & Resource Center (EMLRC) is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians. EMLRC takes responsibility for the content, quality, and scientific integrity of this CME activity.

The Emergency Medicine Learning & Resource Center designates this continuing medical education activity for up to 12.0 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 12.0 hours of ACEP Category I credit. Application has been made to the American Osteopathic Association for up to 12.0 hours of Category 2B credit.

**Nurses** - Up to 12.0 nursing contact hours will be provided by the Emergency Medicine Learning & Resource Center. EMLRC 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/edbenchmarks2009.htm](http://www.emlrc.org/edbenchmarks2009.htm) or contact Jerry Cutchens at (407) 281-7396 x15, [jcutchens@emlrc.org](mailto: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.

### Conference Location



**Hilton in the Walt Disney World Resort** · 1751 Hotel Plaza Boulevard, Lake Buena Vista, FL 32830 · Reservations (407) 827-4000  
Room Rate: \$195.00 S/D · Mention *EMLRC's ED Benchmarks 2009*  
Cut-off date for special room rate: Wednesday, February 9, 2009

# 2009 ED Benchmarks

Discover Re

## PROGRAM SCHEDULE

### Friday, March 6, 2009

- 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 Healthcare Reform: A National Issue  
U.S. Congresswoman Catherine Castor (Invited)
- 9:15am-10:15am What do Toyota and Emergency Medicine have in Common? The St. Clair Story  
Roxanne Sams, MS, ARNP-BC, MA, CMTE  
David Kish, RN, BA, CCRN
- 10:15am-10:45am Break in the Exhibit Hall
- 10:45am-11:45am Moving Non-Emergent Patient's Out of the ED  
David Seaberg, MD, FACEP
- 11:45am-1:15pm Lunch on your own
- 1:15 – 3:45pm **Breakout Sessions  
Sessions Repeated on Saturday  
Select One Session**
- 1:15pm-3:45pm Session A – Coding & Reimbursement  
Mike Drinkwater  
Kenny Engle
- 1:15pm-3:45pm Session B - Lean Methodologies for the ED  
Terry R. Meadows, MD
- 2:15pm-2:45pm Break in the Exhibit Hall
- 3:45pm-4:45pm Leadership Communications:  
Establishing and Sustaining a Collaborative Effort  
Thom Mayer, MD, FACEP, FAAP

### Saturday, March 7, 2009

- 7:00am-11:45am Registration
- 7:00am-8:00am Continental Breakfast
- 7:00am-10:00am Exhibits Open
- General Session**
- 8:00am-9:00am Optimizing Staffing Models:  
Effective Utilization of Mid-levels and Residents  
Thom Mayer, MD, FACEP, FAAP
- 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 – Coding & Reimbursement  
Mike Drinkwater  
Kenny Engle
- 9:30am-11:30am Session B - Lean Methodologies for the ED  
Terry R. Meadows, MD
- 11:30am-12:30pm Healthcare Reform and Emergency Medicine  
Michael J. Gerardi, MD, FAAP, FACEP

### Sunday, March 8, 2009

- 7:30am-12:30pm Registration
- 7:30am-8:15am Continental Breakfast
- 8:15am-9:15am ED Triage: Physician – Based Systems  
Barbara Pierce, RN, MN
- 9:15am-9:30am Break
- 9:30am-10:30am ED Triage:  
Mid-level Providers - Based Systems  
Joseph Adrian Tyndall, MD, MPH, FACEP
- 10:30am-11:30am Using you EMR Database to Improve ED Performance  
Michael J. Gerardi, MD, FAAP, FACEP

## FACULTY

Catherine Castor  
United States Congresswoman  
District 11  
Tampa, FL

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

Kenny Engle  
Martin Gottlieb & Associates, LLC  
Jacksonville, FL

Michael J. Gerardi, MD, FAAP, FACEP  
Attending Physician and Faculty Member  
Department of Emergency Medicine  
Morristown Memorial Hospital  
Morristown, NJ

David Kish, RN, BA, CCRN  
Director of ED and Patient Logistics  
St. Clair Hospital  
Pittsburgh, PA

Thom Mayer, MD, FACEP, FAAP  
President/CEO  
Professor of Emergency Medicine  
and Pediatrics  
Georgetown University School  
of Medicine  
Fairfax County  
Fairfax, VA

Terry R. Meadows, MD  
Southeast Regional CEO  
EmCare  
Clearwater FL

Barbara Pierce, RN, MN  
 Director of Emergency Services  
 St Agnes Medical center  
 Fresno, CA

Roxanne Sams, MS, ARNP-BC, MA, CMTE  
 Managing Consultant  
 Navigant Consulting  
 Clearwater, FL

David C. Seaberg, MD, CPE, FACEP  
 Dean and Professor  
 University of Tennessee  
 College of Medicine Chattanooga  
 Chattanooga, TN  
 Emergency Medicine Learning  
 & Resource Center  
 Board of Directors  
 Orlando, FL

Joseph Adrian Tyndall, MD, MPH, FACEP  
 Department of Emergency  
 Medicine - Chairman  
 Chief of Emergency Services  
 Shands at the University of Florida  
 Clinical Associate Professor  
 Gainesville, FL

**Faculty Disclosure**

The Emergency Medicine Learning & Resource Center 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. Conference faculty and topics subject to change.

Faculty & Presentations Subject to Change.

**BENCHMARKS 2009 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

\_\_\_\_\_  
*(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 13, 2009*

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

*After February 13, 2009*

- \$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. To ensure that the eval/ certificate emails are delivered to your inbox, please add dbomhoff@emlrc.org to your address book or list of approved senders.

**Cancellations and refunds** will be made only if requested in writing to the 2009 ED Benchmarks Conference Registrar. No refunds will be made after February 20, 2009. For all cancellations, an administrative fee of \$75.00 will be retained. Registration may be transferred to another individual.