Perfecting Emergency Department Operations: Seminar Preview

Jody Crane, MD, MBA
Karen Murrell, MD, MBA
Pat Rutherford, RN, MS

May 23, 2017
12:00 PM – 12:30 PM EST
Call Agenda

12:00 PM – 12:05 PM  Welcome & Introductions
Seminar Logistics Overview

12:05 PM – 12:15 PM  Faculty Introductions
Faculty will discuss their background and expertise, as related to ED and this seminar

12:15 PM – 12:25 PM  Seminar Content Overview
An overview of what you can expect to learn; the major topics that will be covered.

12:25 PM – 12:30 PM  Q&A
Seminar Logistics

- June 22 – 23, 2017
  - Day 1: 8:00 AM – 5:15 PM
  - Day 2: 8:15 AM – 3:15 PM

- Renaissance Blackstone Chicago Hotel
  - Located on South Michigan Avenue
  - Discounted hotel rate of $259 for seminar attendees. Book your reservation by May 26!

- Approved for 14 CEU Credits
  - Nurses and Physicians

- $1,975 per person; group discounts and scholarships are available
Meet Our Faculty

- **Jody Crane, MD, MBA**, Chief Clinical Operations Officer, Sheridan Healthcare, EM Division; Faculty, University of Tennessee Physician Executive MBA Program; Principal, X32 Healthcare, LLC

- **Karen Murrell, MD, MBA**, Assistant Physician in Chief for Process Improvement and Optimization; Chief of Emergency Medicine, Kaiser Permanente Medical Center South Sacramento

- **Pat Rutherford, RN, MS**, Vice President of the Institute for Healthcare Improvement

- **Chuck Noon, PhD**, Professor, Department of Statistics, Operations, and Management Science at the University of Tennessee

- **Steven Seeley**, Vice President, Chief Operating Officer & Chief Nursing Officer, Jupiter Medical Center
What You’ll Learn

This seminar will help you to:

- Identify key challenges and barriers to efficient patient flow, operations, and service and learn key improvement strategies, tactics, and methods
- Identify operational and staffing configurations that can be customized to your ED based on your patient volume and patient mix
- Develop a short-term and long-range plan for improving flow, including a sequence for executing key ideas to improve flow in your institution
Topics Covered

- How to improve ED operations, such as flow, using QI methodology
- How to design a highly reliable ED
- How to optimize ED flow
- Back End and Front End Flow
- ED Operations Simulation Exercise
- Case studies from ED’s that have achieved results and improved outcomes
  - Kaiser Permanente South
  - Mary Washington Hospital
  - Jupiter Medical Center
- Operational Strategies in Behavioral Health
- Operational Strategies for Observation Patients
- How to put what you have learned into action
- Learn from your peers
Contact Caitlin and get 15%!
Get 15% off the seminar enrollment fee if you are one of the first 10 people to contact IHI team member Caitlin Littlefield at 617-301-4875 or clittlefield@ihi.org. Let her know you heard about it on this info call!
Questions?

Event Manager: Beth Harris: bharris@ihi.org

Seminar Website:
http://www.ihi.org/education/InPersonTraining/Perfecting-ED/Pages/default.aspx

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