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The McMorrow Healthcare Facilities Management Report

ACI'S 5TH NATIONAL

EMERGENCY DEPARTMENTS OF THE FUTURE

OCTOBER 20-22, 2010 • BOSTON, MA

Emergency Departments of the Future: Reduce Throughput, Enhance Patient Flow, Eliminate Overcrowding and Generate Revenue with Increased and Advanced Emergency Department Technologies, Programs and Services

FEATURING A TOUR OF THE NEWTON-WELLESLEY HOSPITAL'S \$18 MILLION RENOVATED EMERGENCY DEPARTMENT AND WORKSHOPS HOSTED BY TEAMHEALTH AND TRO JUNG|BRANNEN

DISTINGUISHED SPEAKING FACULTY INCLUDES:

Tammy Moore, Director of Emergency Services
THE OHIO STATE UNIVERSITY MEDICAL CENTER, Columbus, OH

J. Stephen Bohan, MD, MS, FACP, FACEP
Executive Vice Chair, Department of Emergency Medicine
BRIGHAM AND WOMEN'S HOSPITAL, Boston, MA

Paul E. Pepe, MD, MPH, FACEP, MACP, FCCM, Professor of Surgery, Medicine,
Pediatrics, Public Health and Riggs Family Chair in Emergency Medicine
UNIVERSITY OF TEXAS SOUTHWESTERN MEDICAL CENTER AND THE
PARKLAND HEALTH AND HOSPITAL SYSTEM, Dallas, TX

Leslie S. Zun, MD, Chairman, Department of Emergency Medicine
MOUNT SINAI HOSPITAL, Chicago, IL

Joanne MacIsaac, IIDA, NCIDQ, LEED AP, TRO JUNG|BRANNEN

Paul Fallon, LEED AP, EDAC, TRO JUNG|BRANNEN

Michelle Ziemba, RN, MSN, Director of Emergency and Trauma Services
UNIVERSITY MEDICAL CENTER, Tuscon, AZ

Mark Reiter, MD, MBA, CEO, EMERGENCY EXCELLENCE, Bethlehem, PA

David Levine, Emergency Medicine System Director of Informatics, Compliance,
and Performance, STROGER HOSPITAL OF COOK COUNTY, Chicago, IL

Martin Brown, MD, FACEP, Chairman, Department of Emergency Medicine,
INOVA ALEXANDRIA HOSPITAL, Alexandria, VA

Robert Watson, Sr. Lean Consultant
INOVA MOUNT VERNON HOSPITAL, Alexandria, VA

Cindy Heidorn, Director, Emergency Trauma Center
BAPTIST HEALTH CARE – BAPTIST HOSPITAL, Pensacola, FL

Michael Dolister, MD, Chief Medical Officer, Emergency Physician Services,
APOLLOMD

Denise Ingram, RN, Clinical Manager, Emergency Trauma Center
BAPTIST HOSPITAL – Pensacola, FL

Karen Toulson, Nurse Manager, Emergency Department
CHRISTIANA CARE HEALTH SERVICES, Newark, DE

Theresa Tavernero, RN, CEN, MHA TEAMHEALTH, Knoxville, TN

James Lennon, AIA, ACHA, President, Lennon Associates, Del Mar, CA

Sean Wilson, Director of Healthcare Design, Beck Architecture LLC, Dallas, TX

KEY LEARNING OBJECTIVES INCLUDE:

Decreased Patient Wait Time - With emergency rooms growing rapidly and seeing more patients each year it is more important now than ever to reengineer your front end ED flow to dramatically decrease patient wait time. Learn how to decrease wait time, improve your risk performance and maximize patient experience through updated practices.

Reduced ED Throughput - Overcrowded emergency departments continue to plague the nation's hospitals. Learn to radically reinvigorate your hospital's ED by eliminating overcrowding, reducing treatment delays and improving patient throughput to create a healthier environment for patients, staff, physicians and insurance companies.

Implementing New ED Technology – Technology has evolved and so must the ED. Learn how to implement new technology and create the true ED of the future through kiosks, online check in, remote scribes, and communication devices. Understand the changes necessary and learn about the newest ways to collect and assess ED data to enhance the success of all services.

More topics include:

- Cutting ED door-to-door throughput times in half, while simultaneously attracting 50% more patients, even in a matter of months, and dramatically improve patient satisfaction scores
- Reengineering your Front End ED flow can drastically decrease wait time and enhance patient experience
- Understanding improved ED patient satisfaction, eliminating LWBS, improved risk performance, and dramatically increase ED bed effective bed utilization
- Automated patient flow and the implementation of new technology can revolutionize your emergency department
- Measuring/Defining rewards of building and upgrading your ED facility
- Creating additional funding through grants and community involvement
- Identifying core metrics that can be measured to evaluate the success of "front door"/triage renovation and operational enhancements
- Where to start in the pre-planning and development of a new ED

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