

Operations Management Committee

Recap — ED Management Solutions: Principles and Practice

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AAEM completed the first iteration of its new course, ED Management Solutions: Principles and Practice. The simplicity of that statement minimizes the effort, planning, and perseverance it took to bring this course to fruition. The idea for a management course with AAEM flare was first conceptualized by the Operations Management Committee in 2012. Now six years later, that course has become reality.

On September 6th and 7th the Operations Management Committee gathered 52 attendees in Austin, Texas for the inaugural go-live. The course was proud to call the following speakers among its faculty: Dr. Joseph Twanmoh, Dr. Joseph Guarisco, Dr. Benjamin White, Dr. Jonathan Sonis, Dr. Tom Scaletta, Dr. Howard Blumstein, and Jim Blakeman.

Over the two-day experience, learners heard presentations on topics ranging from patient data visualization to throughput solutions. They participated in small group discussions on solving change manage-

ment problems and heard panel dialogue on topics like ideal physician compensation models. The energy and engagement of the course participants was extraordinary and deeply appreciated by the planning committee.

Obviously, a course on administrative topics would be incomplete without networking opportunities, and we must thank the AAEM Physician Group for sponsoring a networking event for our attendees.

- “Really enjoyed perspectives of faculty and colleagues and innovative ideas and problem solving.”
- “Outstanding presentation [on patient experience]; concise and great ideas that I will utilize at my facility.”
- “It was great to get input from other participants on creative ways to solve our throughput issues. I appreciated the dialog with the presenters and other medical directors.”

We on the planning committee could not be happier with how the course turned out. From attendance to participant energy, education offered to networks created, we believe it was a great success. As we return to our planning committee’s drawing board, we intend to use this momentum to bolster the course’s strengths as well as identify and fix its weaknesses for future iterations.

“The AAEM ED Management Solutions conference was so high yield! A lot of valuable information, for both those new to operations and seasoned operational veterans was presented in only two days. There was also a great opportunity to network, and I found the conference attendees were just as valuable a source of information and advice as the speakers. I would highly recommend this to anyone involved in ED operations!” ●

Watch for more information coming soon about the 2019 course!

