



## SESSIONS FROM THE OPERATIONS MANAGEMENT COMMITTEE

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Operations Management Committee



It is time to start getting excited about Orlando in March, and not just because of the 65 degree average temperature. The educational content coming from the Operations Management Committee alone will be worth the trip. In fact, I assure you that you'll prefer the air conditioned lecture hall, brimming with informative nuggets and enlightening pearls, to the hot Orlando sidewalks. To assist attendees in find-

ing material that peaks their interest, our content is divided into three tracks. Here is part of what's in store for you at the 2017 AAEM Scientific Assembly:

### Administration Session

This session starts with an important question: "Do You Have the Right Intake System?" As your patients' first point of contact with the emergency department, this is (sadly) an often overlooked facet of ED patient flow. Joseph Twanmoh, MD MBA FAAEM, the Operations Management Committee chair, walks you through the important aspects of finding and implementing the best intake system for your ED.

A topic which all physicians should care about follows, "How to Decrease Your 30-Day Readmissions." No one enjoys walking into a shift and hearing, "Remember that patient from last week? He's back." Additionally, high 30-day readmission rates can be incredibly taxing to the department's bottom line. Learn how to improve your numbers and make your CEO happy with this great talk by Gary Gaddis, MD PhD FAAEM.

The session closes with a look into the future. The way CMS pays for health care is changing. Lemeneh Tefera, MD, bring us up to speed with "Coming Down the Pike: What is MACRA and What is in the Future at CMS?"

### Getting the Right Job

We all want to be happy in our jobs. We all want a good schedule, to have satisfying professional interactions, and be well compensated. Unfortunately, fulfilling these desires is far from guaranteed. Learn how to land the right job and assure yourself a satisfying career with this session.

Robert McNamara, MD MAAEM FAAEM, leads this session with "The AAEM Physician Group: Lessons Learned and What to Pay Attention To." Dr. McNamara will review vulnerabilities and potential areas of improvement for physician-owned groups, and present valuable insights on this often controversial topic.

Larry Weiss, MD JD MAAEM FAAEM, follows with a talk nearly all physicians should attend, "Contract Evaluation — Tips to Use in Your Next Job Search." Signing a contract is an intimidating process. You know the basics of contract assessments and the red flags to look for, but sifting through that pile of paperwork can be overwhelming. What is hiding in there? What are you missing? Help keep that fine print from coming back to bite you with this informative talk.

Finally, what if there are parts of your contract you don't like? Or perhaps more likely, what if your contract has remained stagnant for years and needs some updates? In this session, learn the important principles and keys to success in negotiating with "Negotiating Skills — Can We Use Principles?" This talk led by Eric Isaacs, MD FAAEM, is guaranteed to help you in your next negotiation.

### Operations Boot Camp

In this session we delve into the core competencies of ED operations. After all, it is primarily through mastery of these fundamentals that we gain success and make progress for our department. Through these talks you will take a fresh look at some old classics such as staffing, operational margins, and dealing with CMS.

Jody Crane, MD MBA FAAEM, leads off with "Staffing Your ED — How to Win the Nursing Argument." As we all know, this pivotal topic is difficult to master. Dr. Crane gives you a leg up on this challenging issue.

Dr. Crane is followed by Joseph Guarisco, MD FAAEM, who discusses a key concept to improving throughput: operational margin. In his talk "Creating Operational Margin: The Critical Final Pathway to all Throughput Solutions," Dr. Guarisco highlights the fine points of utilization and response times, focusing on the give and take between the two.

For the final talk in this session, Dr. Crane returns to discuss the ever-present CMS. In his segment "Pressure From Above — CMS Demands and Pitfalls," Dr. Crane addresses the constant pressure CMS puts on ED operations, outlines some means of dealing with this stress, and highlights common pitfalls in doing so.

### Summary

We are incredibly proud of the educational content in these sessions. With the breadth of topics covered and an array of nationally recognized and talented speakers, the Operations Management sessions will truly have something for everyone. We look forward to seeing you in Orlando. ■