

Emergency Department Management Solutions: Principles and Practice – Round Two

Kraftin Schreyer, MD CMQ FAAEM — Operations Management Committee Co-Chair



For those of us feeling the start of fall just after Labor Day, making the trip to hot, sunny New Orleans for the second annual Emergency Department Management Solutions: Principles and Practice course on September 5th and 6th was more than welcome. 49 healthcare providers from all over

the country attended the two-day conference to take the next steps in their respective careers in administration and operations. The conference featured course director Joseph Twanmoh, MD MBA FAAEM, and speakers Joseph S. Guarisco, MD FAAEM FACEP; Ben White, MD FAAEM; Jim Blakeman; Kraftin Schreyer, MD CMQ FAAEM; and Tom Scaletta, MD MAAEM FAAEM, who brought experience in different areas of emergency medicine from all over the country. The course was not just for new or inexperienced providers. Past, present, and future presidents of AAEM: Robert McNamara, MD MAAEM FAAEM; Lisa A. Moreno, MD MS MSCR FAAEM FIFEM; and Tom Scaletta, MD MAAEM FAAEM were all in attendance, as was AAEM board member Robert A. Frolichstein, MD FAAEM.

The first day of the conference was jam-packed with great material. The morning sessions focused on process improvement, including the Plan Do Study Act (PDSA) and LEAN methodologies, ED flow, including intake systems, throughput, and output models, and how queuing theory and constraints impact each of those processes. In the afternoon, the focus shifted to patient experience and how the increase in Advanced Practice Providers has impacted EM, and how those providers can be best utilized for different types of EDs. The second day featured more high-yield topics, including



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In addition to the conference sessions, thanks to the AAEM Physician Group, there was also a formal networking event that allowed conference speakers and attendees to get to know one another and presented another opportunity exchange and discuss operational and administrative problems and solutions.

Overall, attendees had great things to say about their experience:

- “This was my first conference like this, and I feel like I learned so much!”
- “It was great getting to meet like-minded people and share solutions. I am definitely leaving with things I can bring back to my group and implement right away.”
- “Did I enjoy EDMS? Of course - all of the topics were really high yield. Can’t believe I got so much out of this in only two days!”
- “I’ve heard a lot of talks on [patient experience] and this one was one of the best!”
- “This is my second time attending this conference, and I got something new out of every session!”

The planning committee is already hard at work on preparations for next year’s conference. Be sure to mark your calendars early for Emergency Department Management Solutions: Principles and Practice 2020! ●



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