



ED OPERATIONS CERTIFICATE COURSE (EDOCC)

A photograph of an ambulance with its rear doors open, parked in front of a modern hospital building with large glass windows. The scene is dimly lit, suggesting dusk or dawn. In the foreground, a person is pushing a gurney with a patient, moving from left to right. The ambulance's interior is visible, showing medical equipment and a stretcher. The text "SPONSOR PROSPECTUS" is overlaid in large, white, bold, sans-serif capital letters in the center of the image.

SPONSOR PROSPECTUS

<https://www.aaem.org/education/events/edocc>



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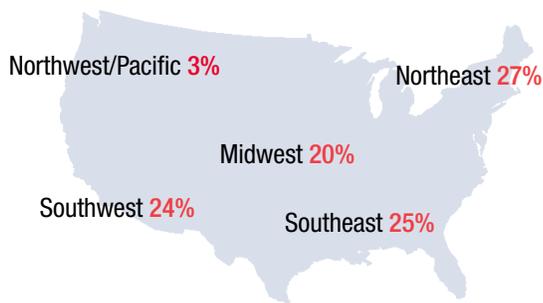
ABOUT AAEM

AAEM was established in 1993 to promote fair and equitable practice environments necessary to allow emergency physicians to deliver the highest quality of patient care. For over 25 years, AAEM has been a leader in protecting board certification in emergency medicine and confronting the harmful influence of the corporate practice of medicine. We support fair and equitable practice environments that allow emergency physicians to deliver the highest quality of patient care.

Member Categories:

- Fellow
- Fellow-in-Training
- Full Voting
- Associate
- Emeritus
- International
- Resident
- Student

AAEM HAS OVER 8,000 MEMBERS



International Representation - 2%

- EM Physicians - 70%
- EM Residents - 27%
- Medical Students - 4%

OUR MISSION

The American Academy of Emergency Medicine (AAEM) is *the* specialty society of emergency medicine. AAEM is a democratic organization committed to the following principles:

1. Every individual, regardless of race, ethnicity, sexual identity or orientation, religion, age, socioeconomic or immigration status, physical or mental disability must have unencumbered access to quality emergency care.
2. The practice of emergency medicine is best conducted by a physician who is board certified or eligible by either the American Board of Emergency Medicine (ABEM) or the American Osteopathic Board of Emergency Medicine (AOBEM).
3. The Academy is committed to the personal and professional well-being of every emergency physician which must include fair and equitable practice environments and due process.
4. The Academy supports residency programs and graduate medical education free of harassment or discrimination, which are essential to the continued enrichment of emergency medicine, and to ensure a high quality of care for the patient.
5. The Academy is committed to providing affordable high quality continuing medical education in emergency medicine for its members.
6. The Academy supports the establishment and recognition of emergency medicine internationally as an independent specialty and is committed to its role in the advancement of emergency medicine worldwide.





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OVERVIEW OF SCIENTIFIC ASSEMBLY PROGRAMS AND PRE-CONFERENCES

FACULTY



Bruce Lo, MD MBA RDMS FAAEM
Medical Director, Department of Emergency
Medicine
Sentara Norfolk General Hospital

Dr. Bruce Lo, MD MBA FAAEM, is currently a partner with the Emergency Physicians of Tidewater (EPT), a democratic group servicing southeast Virginia. He attended the University of Virginia school of medicine and did his residency at the University of Pittsburgh. He then completed his Master of Business Administration at the University of Massachusetts Amherst in 2016.

Dr. Lo has been very active in advocacy in the state of Virginia. He has served of multiple psychiatric task forces including creating standardization for medical clearance for psychiatric patients presenting to the ED. He has worked with legislators on the issue of balance billing and help bring emergency department information exchange (EDie) program to Virginia, a program that connects every emergency department in Virginia regardless of health system or EHR.

Dr. Lo currently works in multiple EDs including a quaternary referral center to community hospitals to free-standing emergency departments. He currently serves on a number of leadership roles within the Sentara health system. He is the chief of emergency medicine at Sentara Norfolk General Hospital, a community teaching hospital, for the past 12 years. He also helped found the Sentara Transfer Center which currently manages transfers for 8 Sentara hospitals and 3 Free-Standing emergency departments and serves as its medical director.

Dr. Lo currently co-chairs the Sentara system stroke committee and the Sentara ED commodities committee, standardizing clinical and operational workflows across all 12 Sentara facilities. He works with other health systems as well as EMS to both improve the care for patients across the spectrum.

Dr. Lo has been the recipient of AAEM's Open Mic New Speaker award and has lectured at various national and international conferences as well as a guest lecturer at a number of emergency medicine grand rounds across the country. He is currently a Professor at Eastern Virginia Medical School (EVMS) and also serves as an assistant program director for the EM residency program at EVMS for the past 13 years.



Kraftin E. Schreyer, MD MBA FAAEM
Associate Professor of Emergency Medicine
Temple University Health System

Dr. Kraftin E. Schreyer, MD MBA, FAAEM, is an attending physician and Associate Professor of Emergency Medicine at the Lewis Katz School of Medicine at Temple University, where she

currently holds several administrative and operational roles within the emergency department, medical school, and health system. Her clinical interests are in emergency medicine administration and operations, quality and performance improvement, and patient experience. She is particularly interested in the intersections between ED operations, resident education, and community engagement. She currently lives in New Jersey with her husband Matt and their two very large puppies.



Joseph R. Twanmoh, MD MBA FAAEM
President and Founder
Queue Management, LLC

Dr. Twanmoh is the president and founder of Queue Management, LLC, a healthcare consultancy specializing in improving patient flow and demand to capacity matching. A career emergency physician, Dr. Twanmoh advises hospitals on how to reduce waiting times, accelerate the delivery of care and improve the patient experience by reengineering their patient flow.

Certified in Lean, Dr. Twanmoh is a graduate of the Johns Hopkins Carey Business School and Rutgers-Robert Wood Johnson Medical School. A Fellow of both the American College of Emergency Physicians and American Academy of Emergency Medicine (AAEM). Dr. Twanmoh serves as the course director and faculty for the AAEM Emergency Department Management Solutions Conference and Emergency Department Operations Certificate Course.



Benjamin White, MD FAAEM
Director, Center for Emergency Medicine Innovation
Massachusetts General Hospital / Harvard Medical
School

Benjamin A. White, M.D. is an attending physician at the Massachusetts General Hospital Department of Emergency Medicine, and an Associate Professor of Emergency Medicine at Harvard Medical School. He also serves as the Director of the Center for Emergency Medicine Innovation at MGH, and the Medical Director of ED and Virtual Observation. Ben's academic and administrative career has focused on improving patient care and experience across the spectrum of the ED visit. His work had included multiple ED operations and systems improvement projects, with an emphasis on clinical innovations that reduce unnecessary waits and waste, increase communication quality and frequency, optimize patient comfort, and improve the overall environment of care. He has led multiple grant-funded projects in this capacity, with resultant peer-reviewed publications, and has lectured nationally on these topics at SAEM, AAEM, ACEP, and through multiple invited presentations. Ben cares deeply about making innovative and sustainable improvements in ED patient care, and the humanism and compassion that is integral to a positive patient experience during the ED visit.



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2022-2023 PROGRAM SCHEDULE

Attendance at the in-person modules is required.

Virtual modules are 2 hours at 12pm PT / 1pm MT / 2pm CT / 3pm ET.

Participants may miss only 1 virtual module and make up their attendance by watching the webinar recording.

Date	Module Format	Topics
Sun. April 24, 2022 at 8:00am – 12:00pm	In-Person Kick-off Pre-conference course at AAEM22 in Baltimore, MD	Lean Concepts, Six Sigma
Wed. May 11, 2022	Virtual	Queuing Theory, Theory of Constraints
Wed. June 8, 2022	Virtual	Patient Experience
Wed. September 7, 2022	Virtual	Change Management
Wed. October 12, 2022	Virtual	Input/Throughput/Output, Model of patient flow
Wed. November 9, 2022	Virtual	Innovation in EM
Wed. January 11, 2023	Virtual	Quality Improvement, Creating a High Reliability Organization
Wed. February 8, 2023	Virtual	Staffing Models
Wed. March 8, 2023	Virtual	The Human Factor: Coaching and Dealing with Difficult People
Tues. April 25, 2023 at 1:00pm – 5:00pm	In-Person Wrap-up Post-conference course at AAEM23 in New Orleans, LA	Integration of Non-Physician Practitioners, Wrap-Up

**Schedule and topics subject to change.*

2022 BENEFITS OF SUPPORT

	Platinum \$25,000 One Opportunity	Gold \$15,000 One Opportunity	Silver \$10,000 One Opportunity	Bronze \$5,000 One Opportunity
Complimentary basic booth at AAEM23 (upgrade opportunities available)				
Reception Sponsor at AAEM23 signage				
Lunch Break Sponsor at AAEM23 signage				
Coffee Break Sponsor at AAEM23 signage				
Listed sponsor onsite at AAEM23 signage				
Company Logo on Website and Course Materials as Applicable				