

EMERGENCY DEPARTMENT

AAEM Residency Visits and Speaker Guide 2024 - 2025



Residents entering the emergency medicine workforce must understand the complexities of emergency medicine business and other critical aspects of clinical and practice management.

The American Academy of Emergency Medicine (AAEM) offers complimentary presentations to residency programs. These sessions are led by a national leader from AAEM who will visit your program to discuss key practice management topics not typically covered during residency. These include employment models, contracts, due process, restrictive covenants, and more. Additionally, residents and faculty will benefit from a tailored clinical or leadership presentation based on the specific needs of your program. Our presentations aim to support the achievement of Emergency Medicine Milestone 21: “Demonstrates accountability to patients, society, profession, and self.”

To schedule an AAEM residency visit for your program, simply email AAEM at info@aaem.org or call (800) 884-2236. For added convenience, you can also submit your request through our online [Residency Visit Application](#) portal.

We look forward to assisting you in setting up this valuable educational opportunity!



Why Schedule a Visit?

WHAT RESIDENCY PROGRAM DIRECTORS SAY:

"It was a pleasure having an AAEM speaker visit our program. The entire process was incredibly easy!"

"Would love to have more AAEM speakers come to our residency and speak."

"Excellent presentation. Having this visit was invaluable and helpful. Many thanks!"

"Very well received by our group. Interesting, engaging, and organized. Would welcome back anytime. Thanks so much!"

"Fantastic speaker and a great topic - definitely learned a lot and it seemed like attendees, from interns to faculty, were all able to take away great knowledge."

"Thank you, AAEM, for an excellent visit. The lectures were very high-yield. We sincerely appreciate the investment you made in our program."

WHAT RESIDENTS SAY:

"I really appreciated the presentation, especially being a 3rd year that will be starting my job search soon."

"Really enjoyed the lectures. The speaker was very knowledgeable and a great speaker in general. Looking forward to hearing more lectures by AAEM."

"I actually just joined AAEM because of this presentation and finding out what AAEM advocates for."

"Very informative, excellent presentation of the topics discussed."

"Great speaker who opened my eyes to a significant problem facing emergency physicians as well as the ways AAEM is working to fix the problem."

"Great job! I really enjoyed this. This was time well spent!"



Robert Frolichstein, MD FAAEM

President

San Antonio, TX

Dr. Frolichstein is the President of Greater San Antonio Emergency Physicians (GSEP), an independent, democratic group. He graduated from the University of Missouri School of Medicine on a military scholarship and completed his residency in Emergency Medicine in San Antonio, TX. Dr. Frolichstein served in the military, working at Gorgas Army Hospital in Panama and a health clinic for active-duty soldiers. After joining GSEP, he quickly assumed leadership roles and has been President for six years. He is dedicated to maintaining independent, democratic emergency medicine practice and actively supports AAEM's mission and values.

Didactic Topics

- The Business of Emergency Medicine
- Current Non-Clinical Issues in Emergency Medicine
- Difficult Non-Clinical Conversations
- Leadership as a Physician



Vicki Norton, MD FAAEM

President-Elect

Boca Raton, FL

Dr. Norton is a community emergency medicine physician in Florida and a partner in one of the few independent, democratic groups in the state. She graduated from Drexel University College of Medicine and completed her emergency medicine residency at Temple University Hospital. Dr. Norton is a clinical affiliate faculty member for Florida Atlantic University, where she mentors medical students and scribes. She has served on the AAEM Board of Directors since 2020 and is a strong advocate for gender equity, diversity, and removing corporate influence from medicine to focus on patient care.

Didactic Topics

- Advocacy in Organized Medical Societies
- Corporate Practice of Medicine
- Due Process, Noncompetes, and Other Contract Pitfalls
- Federal Level Advocacy in Emergency Medicine
- Hurricane Disaster Response: Hurricane Dorian in the Bahamas
- Mentorship and Female Physicians
- Scope of Practice Issues in Medicine
- State Level Advocacy in Emergency Medicine
- Women in Emergency Medicine Leadership
- Writing Resolutions for State Medical Societies and the AMA



**Phillip A. Dixon, MD MBA MPH
FAAEM CHCQM-PHYADV**
Secretary-Treasurer,
Columbus, OH

Dr. Dixon is an Associate Professor of Emergency Medicine at The Ohio State University, where he is also the Medical Director of Utilization Management and Fellowship Director for Administration. He completed his emergency medicine residency at the University of Mississippi Medical Center, serving as Chief Resident. Dr. Dixon earned an EMBA from The Ohio State University and has held various leadership roles, including Assistant Medical Director and YPS Director of AAEM. He is dedicated to optimizing hospital utilization and efficiency, and shaping health policies. Dr. Dixon plays a pivotal role in advancing emergency medicine through his administrative and advocacy efforts.

Didactic Topics

- Emergency Department Payer Mix/High Utilizers/Complex Care Plans
- Emergency Department ROI Projects (NPV on Investments like a New OBS Unit, New Triage Area, New Freestanding Emergency Department, etc.)
- Emotional Intelligence, Self-Motivation, Social Skills, etc.
- Health Policy/ Advocacy
- How to Invest After Residency/ Loan Payment
- Leadership and Integrity
- Medical-Legal Considerations (EMTALA, Tort Reform, Malpractice, etc.)
- OBS and OBS Units/ 2 Midnight Rule/ "Admission Criteria"
- Operations in the Emergency Department - Metrics (Door to Doc, Vertical vs. Horizontal Model, Staffing, etc.)
- QA/QI/ How to Review Sentinel Events and Bad Outcomes
- RVUs/ Billing Coding
- Wellness/ Resilience/ Burnout
- What to Look for in Your First Contract - Horror Stories - AAEM Advocacy: Restrictive Covenants, Due Process, etc.



Jonathan S. Jones, MD FAAEM
Immediate Past President
Jackson, MS

Dr. Jones practices community emergency medicine in Jackson, MS, after a decade in academics. He was a Professor and Residency Program Director in the Department of Emergency Medicine at the University of Mississippi Medical Center. Dr. Jones received the 2017 AAEM/RSA Program Director of the Year Award and is currently AAEM's Immediate Past President. He has held various leadership roles in AAEM and other medical organizations, including the Mississippi State Medical Association and ACEP. His clinical interests include abdominal pain, gastrointestinal bleeding, and hypertensive emergencies, while his non-clinical interests focus on physician wellness and communication skills.

Didactic Topics

Clinical:

- Approach to Abdominal Pain
- Asymptomatic Hypertension in the Emergency Department
- Hematuria
- Hemoptysis
- Hypertensive Emergencies
- Interpretation of the Urinalysis
- Urinary Retention

Non-Clinical:

- Conflict Resolution
- Dealing with Difficult Consultants
- Dealing with Difficult Patients
- Evaluating a New Job
- Financial Planning for Physicians
- How to Give a Great Lecture
- Professionalism in the Emergency Department
- Test-Taking Skills
- Transitions of Care



Tom Scaletta, MD MAAEM FAAEM

Past Presidents Council Representative

Burr Ridge, IL

Dr. Scaletta is a board-certified emergency medicine physician and clinical informaticist. He earned degrees in mathematics and computer science from Loyola University and completed his medical degree at the University of Illinois. Dr. Scaletta finished his emergency medicine residency at Northwestern University. He has held academic leadership roles at San Francisco General Hospital and Cook County Hospital and is currently the medical director for two Endeavor Health emergency departments in the Chicago area. Dr. Scaletta is also the CEO of Auscura, a communication automation technology company. A past president of AAEM, he has authored Emergent Management of Trauma and frequently lectures on ED operations and patient experience.

Didactic Topics

- Controlling Emergency Department Over-Utilizers
- Hospital Admission Avoidance
- Leveraging AI in Medicine
- Value-Based Physician Metrics



Heidi Best, MD FAAEM

At-Large Board Member

Virginia Beach, VA

Dr. Best is the President of Emergency Physicians of Tidewater (EPT) in Virginia. She has served as facility medical director and board member before being elected President in 2018, transforming the partnership that provides services at seven facilities with over 100 physicians. Dr. Best earned her chemistry degree from Wofford College and attended medical school at the University of South Carolina. She completed her residency at Eastern Virginia Medical School (EVMS), where she served as chief resident. As chair of the Emergency Medicine Business Coalition, she supports physician-owned emergency medicine practice groups and is actively involved with AAEM and ABEM.

Didactic Topics

- Advancing Your Career in Non-Clinical Medicine
- The Cost of an EM Business
- Finding the Right EM Group For Your Career
- Finding Your Leadership Style



Laura J. Bontempo, MD MEd FAAEM

At-Large Board Member

Baltimore, MD

Dr. Bontempo is an Associate Professor of Emergency Medicine at the University of Maryland School of Medicine. She earned her medical degree from Northwestern University and completed her emergency medicine residency at Northwestern Memorial Hospital. She served as Associate Emergency Medicine Program Director at Harvard University and as Program Director at Yale University. Dr. Bontempo holds a Master of Education in Health Professional Education from the University of Illinois Urbana-Champaign. She has received teaching awards from Harvard, Yale, Northwestern, and Maryland, as well as national awards from AAEM and ACEP. Dr. Bontempo joined the AAEM Board of Directors in 2023 and is a published author and national lecturer in emergency medicine.

Didactic Topics

- Asymptomatic Hypertension in the Emergency Department
- Case Presentations as a Teaching Tool
- Dental Emergencies
- Derm for the Non-Dermatologist
- ENT Foreign Body Removal
- ENT High Acuity Low Occurrence (HALO) Events
- Massive Oropharyngeal Hemorrhage
- Recognition and Management of Critical Pharyngeal Infections
- Tracheostomy Emergencies



Frank L. Christopher, MD FAAEM

At-Large Board Member

Carthage, NC

Dr. Christopher practices community emergency medicine in rural North Carolina. He graduated from Boston University School of Medicine and completed his residency at Brooke Army Medical Center. During his 20+ year Army career, he served in various roles, including multiple combat deployments, and earned the Combat Action and Combat Medical Badges. He was a Master Flight Surgeon and Senior Parachutist, ending his Army career as Deputy Commander for Clinical Services at Womack Army Medical Center. Post-retirement, he worked with a democratic independent group and now focuses on locum positions in rural areas. In 2022, he received the Joe Lex Educator of the Year award.

Didactic Topics

Clinical

- Management of the Lower GI Bleed
- Management of the Upper GI Bleed
- Updates in Congestive Heart Failure

Non-Clinical

- Contracts and Negotiation Basics
- How to Prepare for a Job Interview
- How to Prepare for and Pass the Virtual Oral Board Exam
- Introduction to Expert Witness Work
- Oh No! I've Been Subpoenaed! What Do I Do Now Besides Panic?
- What? I've Got to Supervise PAs/NPs? What? How?!



Fred E. Kency, Jr., MD FAAEM

At-Large Board Member

Madison, MS

Dr. Kency is a board-certified emergency medicine physician based in Jackson, Mississippi. He earned his B.S. in Biology from Alcorn State University and his M.D. from the University of South Alabama College of Medicine. Dr. Kency served in the U.S. Navy, with deployments to Africa and Europe, before completing his emergency medicine residency at the University of Mississippi Medical Center. He is a community emergency medicine physician at Baptist Hospital in Jackson and an Assistant Professor of Emergency Medicine at the University of Mississippi Medical Center. Dr. Kency is active in Alpha Phi Alpha Fraternity, 100 Black Men of America, ACEP, and AAEM.

Didactic Topics

- Assessment of Chest Pain
- Endocrine Emergencies
- Financial Planning for Starters
- GI Bleeding
- GYN Emergencies
- Procedural Sedation
- TXA in Trauma
- Urinary Retention



Robert P. Lam, MD FAAEM

At-Large Board Member

Colorado Springs, CO

Dr. Lam is a senior partner at Emergency Physician Specialists in Colorado Springs and the Director of Physician Wellness for UCHHealth's Southern Region. He leads wellness programs focused on resilience, peer support, and communication excellence. Dr. Lam is also a Clinical Assistant Professor of Emergency Medicine at the University of Colorado School of Medicine and the Director of Medical Education for Emergency Physician Specialists. He completed his medical training at the University of Missouri-Kansas City and his emergency medicine residency at Truman Medical Center. Dr. Lam received the AAEM James Keaney Leadership Award in 2021 and has significantly contributed to physician well-being initiatives.

Didactic Topics

- Are you a Second Victim?
- Bringing Wellness to Your Organization
- Building a Culture of Support: Best Practices in Developing a Peer Coaching Program
- Creating a Culture. Best Practices Around Creating Engagement Around Wellness Initiatives
- Dealing with the Stress of a Bad Outcome
- Excellence in Communication Towards a Better Patient and Physician Experience
- Moral Recovery from Clinical Practices that Create Moral Injury
- Point of Care Resilience Practices
- Restoring the Joy of Practice



Bruce Lo, MD MBA RDMS FAAEM

At-Large Board Member

Virginia Beach, VA

Dr. Lo is a partner with Emergency Physicians of Tidewater (EPT), a democratic group in southeast Virginia. He graduated from the University of Virginia School of Medicine and completed his residency at the University of Pittsburgh. Dr. Lo earned an MBA from the University of Massachusetts Amherst in 2016. He is the Chief of Emergency Medicine at Sentara Norfolk General Hospital and the founding medical director of the Sentara Transfer Center. Dr. Lo is a Professor at Old Dominion University and the assistant program director for the EM residency program at Eastern Virginia Medical School/Old Dominion University. He co-chairs the Sentara System Stroke and ED Commodities Committees and advocates for balance billing and psychiatric care standardization.

Didactic Topics

Clinical:

- Acute Aortic Syndromes
- Aortic Imaging in the ED
- Bariatric Surgery Complications in the ED
- Dizziness in the ED
- Drugs of Abuse in the ED
- Heat Related Illness
- LVAD Emergencies in the ED
- Managing Common MSK
- Managing the Hostile Patient
- Opioid Epidemic and the ED
- Pulmonary Hypertension Emergencies
- Real Cases from the QA Vault
- Subarachnoid Hemorrhage
- Thoracic Trauma
- Update to ACS
- Update to CHF
- Update to Headache

- Update to ICH
- Update to PE
- Update to Pneumonia
- Update to Stroke
- Update to Syncope

Non-Clinical:

- Advocacy - Why You Should Get Involved
- Clinical Policies - Should You Trust Them?
- Documentation - The Good, Bad, and the Ugly
- EMTALA
- Real Cases from the QA Vault
- Throughput and Flow: What Works and What Doesn't
- What Your Medical Director Wants You to Know



Kevin C. Reed, MD FAAEM

At-Large Board Member

Kensington, MD

Dr. Reed is an attending physician in the Emergency Department at MedStar Georgetown University Hospital and an Assistant Professor of Emergency Medicine. He completed his undergraduate degree at Brown University and medical degree at the University of Maryland School of Medicine, where he also completed his residency. Dr. Reed has served in various leadership roles, including Vice-Chief of Service and MedStar System Co-Chair for the Cord Compression Committee. A member of AAEM since 2002, he has held numerous leadership positions and was honored with the AAEM Joe Lex Educator of the Year Award in 2017.

Didactic Topics

- Aortic Dissection/AAA
- Developing A Leadership Trajectory
- Expanding your footprint : Strategies to develop contacts and get involved at the National Level
- Not your typical back pain: Can't miss Acute Cord Compression
- Tips for Wellness/Resilience and preventing Burnout



Kraftin Schreyer, MD MBA FAAEM

At-Large Board Member

Philadelphia, PA

Dr. Schreyer is an attending physician and Associate Professor of Emergency Medicine at the Lewis Katz School of Medicine at Temple University. She earned her undergraduate degree from Princeton University and her medical degree from Drexel University College of Medicine. She completed her residency at Temple University Hospital, serving as chief resident. Dr. Schreyer holds an MBA in Healthcare Management and is the Medical Director of Capacity Management for Temple University Health System. She has over thirty peer-reviewed publications and has received numerous leadership awards. Her interests include emergency medicine administration, quality improvement, and resident education.

Didactic Topics

- Advanced Team Management and Leadership Skills
- Barriers to Performance Improvement
- Billing/Coding
- Change Management
- Cognitive Bias and Debiasing Strategies
- Intro to Quality Improvement
- Operationalizing Community Engagement
- Operationalizing Stroke Care
- Ops Tips and Tricks
- Patient Experience
- Patient Safety and Medical Error
- Transitions of Care
- Turning Operational Work into Scholarship
- Work Wellness



Haig Aintablian, MD FAAEM

Young Physician Section Director

Glendale, CA

Dr. Aintablian is an emergency medicine physician, flight surgeon, and co-founder of the UCLA Space Medicine Program, which offers the first emergency medicine-based space medicine fellowship in the U.S. He started college at 15 and earned a master's degree in molecular genetics and biochemistry by 21 from the University of Southern California. Dr. Aintablian has previously served on the AAEM board as AAEM/RSA President. His passions lie in space exploration, the history of his ancestral homeland, Armenia, and advancing emergency medicine both domestically and internationally.

Didactic Topics

Clinical

- Dizziness and Vertigo
- Medical Malpractice Cases Review
- Occupational Exposures in the Aerospace Industry
- Space Medicine

Nonclinical

- The Business of Emergency Medicine
- The Different Types of Emergency Medicine Practice Settings and Groups



**William T. Durkin, Jr., MD MBA
MAAEM FAAEM**

Past President (2012-2014)

Escondido, CA

Dr. Durkin graduated from Georgetown University with a biology major and theology minor, and from Georgetown's medical school. He completed a surgical internship at Georgetown University Medical Center and a residency at New England Deaconess Hospital. After serving as a shipboard medical officer in the U.S. Navy, he worked in San Diego and Washington, DC, in various leadership roles. A founding member of AAEM, Dr. Durkin has served on multiple committees and received the David K. Wagner Award and MAAEM Award. He holds an MBA from the University of Tennessee and has a strong interest in the business of emergency medicine.

Didactic Topics

- Due Process
- Effective Lobbying
- The Importance of Political Advocacy



**David A Farcy, MD MAAEM FAAEM
FCCM**

Past President (2017-2020)

Miami Beach, FL

Dr. Farcy is the chair of the Department of Emergency Medicine and director of Emergency Medicine Critical Care at Mount Sinai Medical Center in Miami Beach, Florida. He began his medical career as a medic in the US Air Force and later graduated from Texas Tech University and Universidad Autonoma de Guadalajara. He completed his residency at Maimonides Medical Center and a fellowship at R Adams Cowley Shock Trauma Center. An internationally recognized speaker and author, Dr. Farcy has served as President of AAEM and is involved in medical education at Herbert Wertheim College of Medicine.

Didactic Topics

- Airway Management
- Certainty will Kill You
- Critical Care Updates
- Early Goal Directed Therapy
- ECMO
- Hypothermia Management Post Cardiac Arrest
- Mechanical Ventilation
- Metabolic Issues in Airway Management
- REBOA
- Sedation and Analgesia Post Intubation
- Sepsis Updates
- Shock Topic
- Surgical Airway is No Failure



**Robert M. McNamara, MD MAAEM
FAAEM**

Past President (1996-2002)
Philadelphia, PA

Dr. McNamara received his medical degree from Jefferson Medical College and completed his residency at the Medical College of Pennsylvania under Dr. David Wagner. He was the residency program director at MCP before joining Temple University School of Medicine, where he helped establish the academic department of emergency medicine and now serves as Chairman. Dr. McNamara has authored over 100 articles and textbook chapters, contributing to advancements in intraosseous infusion and magnesium therapy for asthma. A founding member and former President of AAEM, he is now Chief Executive Officer (ex-officio) of the AAEM Physician Group.

Didactic Topics

- 40+ Years of Emergency Medicine: Important Clinical, Political, and Behavioral Lessons
- Abdominal Pain in the Older Patient
- The Corporate Practice of Emergency Medicine
- The History and Current State of Emergency Medicine
- Wellness for Emergency Medicine Physicians



**Lisa Moreno, MD, MS, MSCR,
FAAEM, FIFEM**

Past President (2020-2022)
New Orleans, LA

Dr. Moreno is the first woman President-Elect of AAEM and has championed the development of women and underrepresented minorities in leadership. She is the founder of ADIEM and has received numerous awards, including the SAEM Martin Leadership Award and the Alpha Omega Alpha Medical Professionalism Award. Dr. Moreno has authored significant texts on diversity in patient care. Her research interests include HIV, violence prevention, and healthcare disparities. She has mentored over 300 individuals globally in research and medicine and served in over 20 countries as a global health consultant and educator.

Didactic Topics

- Addressing Diversity in Clinical Care
- Adolescent Reproductive Health in the Emergency Department
- Articles You Need to Know for High Risk Emergency Medicine 2024
- Assassination, Genocide and Terrorism
- Behind the Mask: What is Your HIV/ AIDS Patient Hiding?
- Boom Goes the Baby- Complicated Cases in Pediatric Trauma
- Breaking Bad News
- DEI in the LGBTQI+ Community and Social Determinants of Health
- Disparities in Research and Relationship to Healthcare Outcomes
- Early Career Challenges- Strategies for Junior Faculty
- Electrolytes: A Clinical Review
- Equity Hacks in an Anti-DEI World
- Good Management Practices in the Care of Sexual Assault Patients
- History of Disparities in American Health Care
- Human Rights in the Emergency Department: You can do more than you think you can
- Imposter Syndrome and Microaggressions
- In Search of Research- Conducting Unfunded Research in the Emergency Department
- Managing Pediatric Trauma
- Microaggressions Have Macro Impact
- New Horizons in the Clinical Practice of Emergency Medicine
- PoCT in the Management of Acute Disease in the Emergency Department
- Putting Your Career on the Fast Track
- Racism and Health
- Rape as a Weapon of War and Genocide
- Refugee Camps and Care of Internally Displaced Persons
- Strategies for Women Interested in Senior Leadership
- Surgical Nutrition and Wound Healing
- The 10 Qualities of Great Leaders
- Toxic Alcohols
- Trauma in Pregnancy
- Trauma in the Elderly
- Update on Chemical Weapons
- Updates on Wound Management
- What a Career in Social Medicine Would Look Like
- Women and Negotiation - Common Errors We Make & How to Overcome Them



**Mark Reiter, MD MBA MAAEM
FAAEM**

Past President (2014-2016)

Brentwood, TN

Dr. Reiter is the residency director at the University of Tennessee-Murfreesboro/Nashville emergency medicine residency and a partner in Middle Tennessee Emergency Physicians. He is also the CEO of Emergency Excellence, focusing on emergency medicine performance improvement. Dr. Reiter graduated magna cum laude from Rutgers College and completed his medical degree at UMDNJ-Robert Wood Johnson Medical School, earning an MBA from Rutgers Business School. He completed his residency at the University of North Carolina-Chapel Hill. An AAEM member since 2001, Dr. Reiter has served as AAEM president and remains active in various roles within AAEM.

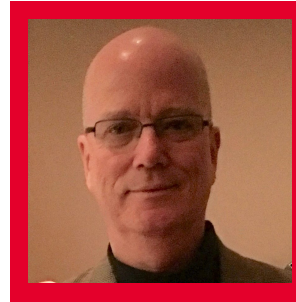
Didactic Topics

Clinical

- Abdominal Pain in the Elderly
- Bowel Obstruction
- Electrical Injuries
- Emergency Medicine Myths and Facts
- Face and Jaw Emergencies
- Managing Burns
- Pain Management in the ED
- Pediatric Meningitis & Sepsis
- Peripheral Vascular Disease
- Pneumonia
- Procedural Sedation
- Tick-Borne Illnesses
- Trauma in Pregnancy
- Transfusions
- Wound Management

Non-Clinical:

- AAEM and Advocacy
- Contracts and Negotiation
- Documentation Pearls
- Emergency Physician's Guide to Money
- Finding the Right Job
- Interviewing Skills
- Intro to EM Health Policy (EMTALA, HIPAA, Overcrowding, IOM Report)
- Leadership Opportunities
- Maximizing Patient Satisfaction
- Patient Presentation Skills



**Joseph P. Wood, MD JD MAAEM
FAAEM**

Past President (2002-2004)

Cave Creek, AZ

Dr. Wood practiced emergency medicine for 37 years in both community and academic hospitals. In 1991, he received his JD with highest honors from the University of Chicago Law School. He taught law school for 10 years and now represents physicians on various legal issues. Dr. Wood has given over 700 presentations internationally. His communication skills make him an effective trial attorney, successfully litigating on behalf of physicians in cases of sexual harassment, interference with clinical judgment, and wrongful termination. His presentations are case-based and highly engaging.

Didactic Topics

- How to Avoid Malpractice Suits
- Key Employment Contract Issues for Emergency Physicians
- Medical Staff Due Process and How to Respond to Quality of Care Concerns
- Sexual Harassment in the Health Care Workplace — What to Do If You're Harassed and What to Do If You're Accused
- Statutory and Common Law Protections of Employed Physicians' Employment