

DRAMATICALLY IMPROVING EMERGENCY DEPARTMENT & HOSPITAL FLOW



**SAN ANTONIO
COMMUNITY HOSPITAL**

What You'll Learn

- The big picture – diversions nationwide
- Specific strategies on how to improve capacity in the emergency department and hospital wide
- Product lines that improve flow and capacity
- Strategies to optimize EMS system response?

You will learn strategies and recommendations that have proven to reduce or eliminate ED diversions. Case studies of hospital best practices will also be presented. Attendees will also participate in “brainstorming sessions” that may be helpful in customizing approaches for local needs.

Who Should Attend

- Hospital CEOs, COOs & Chief Nursing Executives
- EMS and Dispatch Managers
- ED Medical Directors & Nurse Managers
- Other hospital staff

A ONE-DAY WORKSHOP

DATE: April 28, 2009

TIME: 9:00am–4:30pm

PLACE: San Antonio
Community Hospital–Aita Auditorium

MUST RSVP:
Dora Mejia, (909) 388-5826 or via email
at: dmejia@cao.sbcounty.gov

Lunch and refreshments provided for those who pre-register!

Presented by:
The Abaris Group

Sponsored by:
ICEMA
&
San Antonio Community Hospital

Faculty

We have lined up one of the nations leading experts on ED and hospital flow Mike Williams, MPA/HAS, President of the Abaris Group.

Mike is a nationally recognized expert in the EMS, ED fields and in their delivery systems. He was the lead faculty member for Urgent Matters, a nationally collaborative in improving hospital capacity and flow through best practices. This project was funded by The Robert Wood Johnson Foundation. Mike recent lead a Statewide collaborative in California on hospital flow and ambulance diversion with ten participating hospitals covering four geographic regions. This project was funded by the California Health Care Foundation.

Our country is witnessing an extraordinary set of events that is creating the emergency care perfect storm. Increases in the use of emergency department resources, with a corresponding decline in hospital capacity, has reached crisis state. Many hospitals are struggling to provide emergency services to the communities they serve. According to the Centers for Disease Control, visits to emergency departments rose nationwide 20 percent from 1992-2001, while the number of EDs fell by 15 percent. The numbers are anticipated to grow as the number of unemployed continues to rise.

This session will target how to dramatically improve the flow and capacity for the ED and in-hospital settings. Reducing patient delays will not only increase patient and physician satisfaction, but could turn the ED into a profitable service line. Five Urgent Matters Project hospital case studies that have been achieved breakthrough success will be presented.