

Perfecting Emergency Department Operations



**June 18–19
2020**

Arlington, VA



The ED is a busy, exciting, and at times exhausting place... and it's only getting busier.

Hospital emergency departments (EDs) are often plagued with waits and delays. Overcrowding in EDs contributes to poor care, frustrated patients, increased cost, potential harm, and stress for both patients and staff. But when patients, information, and materials flow efficiently through the ED, all aspects of care in emergency departments improve dramatically, including:

- Patient safety
- Clinical effectiveness
- Patient and staff satisfaction
- Hospital revenue

This seminar will provide health care professionals with the opportunity to learn how to optimize ED patient flow, operations, and service. Practical applications will demonstrate why an efficient ED is so critical to the safety and satisfaction of patients, their families, and hospital staff. Faculty will present real-world examples and provide actionable strategies and tactics — all developed through IHI's work with EDs across the globe. The unique methods introduced during this seminar include the use of data to assess and improve operational performance, understanding and improving critical demand/capacity

issues, and innovative approaches to front-end and back-end operations. The methods will allow for customization of operational and staffing configurations based on your patient volume and patient mix.

Who Should Attend

This seminar is ideal for anyone involved in ED operations at their hospital, such as:

- Directors and Managers
- Nurses
- Physicians
- Administrators
- ED leadership

What You'll Learn

This seminar will help you to:

- Identify key challenges and barriers to efficient patient flow, operations, and service and learn key improvement strategies, tactics, and methods
- Describe the strategic importance and role of leadership in patient flow within the ED, from a patient safety and satisfaction standpoint, as well as from a business standpoint
- Develop a short-term and long-range plan for improving flow, including a sequence for executing key ideas to improve flow in your institution

Enrollment Fees

Regular Rate: \$2,199

Group rate of 3 or more: \$1,869

Questions?

Contact us at
(617) 301-4800 or
[ihl.org/EDOperations](https://www.ihl.org/EDOperations)

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