



International Symposium on Emergency Department Information Systems

Every Emergency Department has Problems

- The emergency department is plagued by long waits
- When inpatient beds open up, floor nurses delay in taking report
- Communication in the ED is a challenge
- Proper documentation for Joint Commission and core measures is an ongoing challenge
- Staff is overworked and frustrated
- Delays in bringing people in from the waiting room
- High walkout rate and patient complaints
- Risk connected with delays

Intelligent Solutions to these Problems

Whether you're new and exploring, an experienced user, or just looking for solutions to challenging problems with or without an EDIS, join us in Miami to...

- Find solutions from process and systems experts to clinical challenges like:
 - Crowding
 - Documentation issues
 - Meeting quality measurements
 - Process changes necessary to be successful
- Learn cutting edge solutions that can be enhanced by using an EDIS
- See all the major computer systems in one place, with more than 11 hours available in the exhibit hall.
- Earn CME/CECH credit. Pennsylvania ACEP has a long track record of sponsoring quality educational programs.
- Spend your conference budget wisely. Our tuition is very reasonable compared to other national programs.

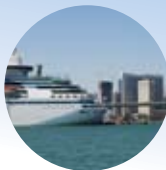
Send a Hospital-Based Team

Researching, purchasing and implementing an information system or process changes for your hospital requires a multi-disciplinary approach that includes physicians, nurses, administrators and information systems personnel. Hospitals that have been most successful in implementing and maintaining effective changes have involved all team members from the beginning.

In this process, no one individual can handle all the issues to be addressed and challenges to be solved.

This symposium brings everyone together on a level playing field and will foster the team approach.

You'll get extensive information on process change, major EDIS software and hardware, information on how technology can be used to improve patient care, flow and process, and access to reputable faculty and vendors...all at an affordable price! This seminar is specially designed for ED practitioners and is run by working clinicians who have successfully changed processes and have used these ED systems and know the pros and cons of each.



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Accreditation

This activity has been planned and implemented in accordance with the Essential Areas and Policies of the Accreditation Council of Continuing Medical Education through joint sponsorship of ACEP and PaACEP. The American College of Emergency Physicians is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians. The American College of Emergency Physicians designates this educational activity for a maximum of *19.25 AMA PRA Category 1 Credits™*. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Approved by the American College of Emergency Physicians for 19.25 hours of ACEP Category I credit.

This activity has been submitted to The Emergency Nurses Association, for approval to award contact hours. The Emergency Nurses Association is accredited as an approver of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation

Learning Objectives

- Analyze the importance of the ARRA/HIT legislation and define "meaningful use" so that this information can be applied to the emergency department for compliance with the guidelines.
- Utilize an EDIS to facilitate new and/or old triage processes to efficiently move patients through the ED.
- Define CPOE (computerized physician order entry) and describe how this can be used to reduce length of stay, repeat tests and decrease costs in the ED.
- Analyze examples of admitting process changes to determine what can be implemented in your ED that may significantly improve flow and how IT can support these options.
- Analyze how information can be available to help manage flow in the ED with and without the help of technology to improve patient safety and throughput.

Faculty

Brent Asplin, MD, MPH, FACEP

Chair, Department of Emergency Medicine at the Mayo Clinic Rochester, MN

Christopher J. DeFlicht, MD, FACEP

Chief Medical Information Officer, Penn State Hershey
Vice-Chair, Department of Emergency Medicine, Hershey, PA

Alan Forstater, MD, FACEP

Director of ED Information Systems, Department of Emergency Medicine, Jefferson Medical College, Thomas Jefferson University, Philadelphia, PA

Michael T. Gillam, MD, FACEP

Director of Research and Development Partnerships, Health Solutions Group, Microsoft Corporation, Faculty, Department of Emergency Medicine, Evanston Northwestern Healthcare, Washington, DC

M. Catherine Glenz, RN, BSN, CHISP, CLNC

Consultant, Glenz Healthcare Informatics, Beaver, PA

Richard S. MacKenzie, MD, FACEP

Chair, Department of Emergency Medicine, Lehigh Valley Hospital, Allentown, PA

Lisa Romano, RN, MSN

Director, Avanti Patient Flow Services, Allentown, PA

Todd Taylor, MD, FACEP

Physician Executive, Microsoft Health Solutions Group

L. Albert Villarín, Jr., MD, FACEP

Solutions Executive - Healthcare US
National Director: Physician Services, Thomson Reuters

Courtney Vose, RN, MSN, CRNP, CEN

Administrator of Patient Care Services, Lehigh Valley Hospital and Health Network, Allentown, PA

John Kelly, DO, FACEP

Associate Chair and Director of Emergency Department Quality Improvement and Patient Safety
Director of the Senior Resident Administration Rotation
Albert Einstein Medical Center
Associate Professor, Jefferson Medical College, Philadelphia, PA

Gary Zimmer, MD, FACEP

Chair, Department of Emergency Medicine
St. Mary Medical Center, Langhorne, PA

Faculty Subject to Change

All faculty participating in continuing medical education programs sponsored by ACEP are expected to disclose to the program audience any real or apparent conflict(s) of interest related to the content of their presentation.



International Symposium on Emergency Department Information Systems

Agenda

Friday, November 12

8:00 - 9:30 am

Keynote Lecture: Innovative Strategies in Optimizing Flow

Brent Asplin, MD, FACEP

Dr. Asplin is a leading researcher on ED crowding, health care policy and hospital operations. During his lecture you will discover how to optimize flow in your ED; how to expedite discharge from the ED to capitalize on improved flow on the front end; what interventions on the hospital side can improve flow in the ED; and intake strategies to reduce doc to door time and how to incorporate technology to maximize these efficiencies.

Triage (Input)

9:30 - 10:15 am

Fix the Front End: Crowding Solutions at Patient Arrival

Christopher J. DeFlitch, MD, FACEP

Is the triage process you're using appropriate for your ED? In this session you'll explore traditional and innovative arrival processes and see how EDIS can facilitate triage and overall patient flow.

10:15 - 10:30 am

Break

10:30 - 11:15 am

Regulatory Requirements for Nursing Documentation

M. Catherine Glenz, RN, BSN, CHISP, CLNC; Courtney Vose, RN, MSN

Nursing documentation in an emergency department is quite detailed, but how is it accomplished using computer charting in a busy environment while complying with regulations? This session will provide direction and key elements for accurate charting of your clinical encounters including policies for your department.

11:15 am - 12:00 pm

Show Me the Money! Registration Processes in the ED

Richard MacKenzie, MD, FACEP

If you're not getting all of the money you should be, attend this session! Explore creative approaches to patient registration and learn how to optimize the registration process.

12:00 - 1:00 pm

Lunch

1:00 - 1:45 pm

Where's Waldo: Concepts in Handoff and Patient Tracking

John Kelly, MD, FACEP

What are the requirements for safe and efficient hand-offs? How can tracking be leveraged effectively? How is key healthcare data retrieved from tracking processes? If you've ever asked yourself these questions, this session is for you.

1:45 - 2:30 pm

Talk to Me: Communication Technologies in the ED

Keith Conover, MD, FACEP

New communication technologies are available almost daily in today's healthcare market. What are these new technologies, and can they simplify workflow and improve teamwork?

2:30 - 7:00 pm

Evening Reception in the Exhibit Hall

Live Charting Demonstrations

isEDIS's charting demonstration is back with a few changes! Running concurrently with Friday's sessions, a taped, scripted interaction with a "patient" will take place in front of participating vendors as they demonstrate their charting system in real time for attendees to view and compare. No more than two vendors will chart at a time, making it easier for you to see all that's going on. A timed schedule will be available by October 22, 2010.



International Symposium on Emergency Department Information Systems

Agenda

Saturday, November 13

Care Processes (Throughput)

8:00 - 9:30 am

How Do I Make my Hospital or ED System Work?

Todd Taylor, MD, FACEP

Is it user error or computer error? Should they fix it or do I have to? This session will help to distinguish what implementation errors are user-based or product/vendor based. Plus, you'll get information on assessing system integration capability, developing potential "work-arounds" in processes and evaluating methods to work with vendors to mature clinical information systems in your hospital.

9:30 - 10:15 am

CPOE is a Four-Letter Word: Problems with Order Entry in the ED

Gary Zimmer, MD, FACEP

Who hasn't experienced CPOE problems in the ED? Review case examples of problems with order entry and how you can avoid them.

10:15 - 10:45 am

Break

10:45 - 11:30 am

Better than Sliced Bread: Solutions Associated with Order Entry in the ED

Christopher J. DeFlitch, MD, FACEP

When working correctly, order entry can reduce the length of stay, repeat tests, decrease costs and improve patient safety. How can you get your CPOE to work this way for you?

11:30 am - 12:30 pm

What Do They Mean by Meaningful Use?

Todd Taylor, MD, FACEP

The final meaningful use rules released by the U.S. Department of Health and Human Services on July 13 designated the ED as a covered inpatient care area. What does this mean for you?

12:30 - 1:30 pm

Lunch

1:30 - 2:30 pm

Decisions, Decisions, Decisions: Decision Support in the ED

Richard MacKenzie, MD, FACEP; L. Albert Villarin, MD, FACEP

In this session let's think outside the box of the current status of decision support. What is decision support? Are we limiting our thinking? What about decisions that relate to making the right diagnosis? Also, discuss some of the best decision support tools on the market and how to develop or access them.

2:30 - 4:00 pm

A Funny Thing Happened on the Way to the Forum: The Keith and Todd Show

Keith Conover, MD, FACEP; Todd Taylor, MD, FACEP

Hear what industry experts are saying about EDIS and healthcare IT. In a lighthearted talk show format, your hosts, Keith Conover and Todd Taylor will challenge the status quo with provocative questions for vendors, users and industry pundits. Come prepared to ask your own questions!

4:00 - 7:00 pm

Exhibits

Best Practice Sessions:

These sessions are designed to educate you about success stories at emergency departments where a particular EDIS has been installed. The presenters will highlight how a particular need was successfully addressed by an EDIS feature or application. These sessions will be 45 minutes in length and will run concurrently with Saturday's general sessions. The list of topics and companies presenting will be available by October 22, 2010.



International Symposium on Emergency Department Information Systems

Agenda

Sunday, November 14

Disposition (Output)

8:00 - 9:30 am

Are You In or Out-Patient? Partnering With the House to Reduce ED Length of Stay

Courtney Vose, RN, MSN; Lisa Romano, RN, MSN, CRNP, CEN

Ask any emergency department about their main problem and odds are they'll tell you it's overcrowding. How is this problem solved? In this session hear from "front-line" nurses; see examples of admitting process changes that may significantly improve flow, and how IT can support these processes. Discover the value of decompression, how to design a system to avoid ghost (missing) beds and how to remove handoff delay when transferring a patient to an assigned and ready bed.

9:30 - 10:15 am

To Admit or Not To Admit? Making Dispositions in the ED

Gary Zimmer, MD, FACEP

When it comes to admitting or discharging patients, there are many regulatory, medico-legal, risk management and patient care factors that come into play. Aside from those, what is the admitting physician's responsibility? And the consultant? Learn the key components of discharge instructions and discover the ways in which a documentation system can assist in disposition accuracy and an EDIS can facilitate the discharge process.

10:15 am - 2:00 pm

Exhibits and Lunch

2:00 - 3:00 pm

Features of the Future: Emerging Informatics Technologies

Michael Gillam, MD, FACEP

Discover how Google™ technology was used to improve a hospital electronic medical record system; IMAX™ movie technology used for ED data visualization; and how facial images can be automatically captured from patients into EMRs to decrease medication errors. Learn how mobile medical robotic assistants might save you time; how ultra wide-band wireless technology can track patients to a one-foot area and improve workflow; how EMRs can be controlled with hand gestures alone for sterile environments and more!

3:00 - 4:30 pm

Documentation for Compliance and Cash

Keith Conover, MD, FACEP; Cathy Glenz, RN, BSN, CHISP, CLNC

In this session get a physician and nurse point of view on ways that technology can help improve documentation, meet regulatory compliance and protect reimbursement.

Monday, November 15

Outcomes

8:00 - 9:00 am

"How am I Doing?" Data Output Affects Real-Time Operations

Richard MacKenzie, MD, FACEP

Timely access to data can be utilized to drive process change. But how? Explore the ways in which data can be utilized to achieve desired performance metrics.

9:00 - 10:00 am

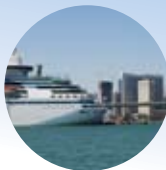
Data that "Mattas": Quality and Core Measures

Keith Conover, MD, FACEP; L. Albert Villarín, MD, FACEP

While an EDIS is helpful, it is not the end-all, be-all. In this session you'll discover: how to achieve a high-quality, measure-based PI program; methods of tracking core measure and promoting compliance; what data should be tracked and how it can be accessed and what information is available to manage the flow of information—all with OR without the help of technology.

10:00 - 11:00 am

Session TBD



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Accommodations

Hilton Miami Downtown

1601 Biscayne Blvd, Miami, FL 33132

Tel: 1-305-374-0000 • Fax: 1-305-714-3811

The Hilton Miami Downtown is located downtown in the Performing Arts District, 5 miles from Miami International Airport. The hotel is in the middle of shopping, many attractions and the Port of Miami. Many rooms have spectacular views of Biscayne Bay.

Guests can enjoy downtown, South Beach, Coconut Grove and Coral Gables which are all just minutes away.

To make your reservations, contact the Hilton at 1-(800)-HILTONS. Don't forget to mention that you're with the EDIS Symposium and book your room prior to **October 22, 2010**, to get the discounted rate of \$159 plus tax. You can also make your reservations online at www.isedis.com

In an effort to keep meeting costs down and registration fees as low as possible, the Pennsylvania Chapter of the American College of Emergency Physicians is asking that you book your hotel room at the Hilton Miami Downtown. PaACEP negotiates hotel contracts on your behalf and if our housing block isn't filled, PaACEP pays penalty fees. Special room rates have been contracted in an effort to provide affordable lodging options. Staying at a hotel other than the Hilton will exclude you from special PaACEP programs taking place at the official hotel. In addition, booking hotel reservations via other means may leave you susceptible to cancellation by the hotel.

Symposium Committee

isEDIS is committed to educating clinicians, information technology, and healthcare administrative professionals on the evaluation and optimization of tools to determine best use of technology in the ED.

Course Director

Alan Forstater, MD, FACEP

Assistant Course Directors

Keith Conover, MD, FACEP

Christopher DeFlicht, MD, FACEP

M. Catherine Glenz, RN, BSN, CHISP, CLNC

Richard MacKenzie, MD, FACEP

L. Albert Villarin, MD, FACEP, Website Coordinator

Courtney Vose, RN, MSN, CEN

Vendors & Products

A total of 11.25 hours has been set aside for attendees to visit the exhibit hall. 2010 vendors and their product descriptions will be posted on www.isedis.com.

Following is the list of vendors who attended the 2008 EDIS Symposium.

Alert Life Sciences Computing, Inc

Allscripts

CenTrak

Cerner Corporation

CMR Medical Services

Discharge 1-2-3 Callabra

Emergisoft

Empower Systems

ePowerdoc

ExitCare

Exit Writer

iSoft (IBA Health)

Logicare

McKesson

MedHost

Panasonic Scanners

Patient Care Techn Sys

Pepid

PICIS

Poseidon

Touch Medix

T-System

Versus Technology

WebeMars

Wellsoft corp

Xpress Technologies

Registration Form

November 12-15, 2010 • Hilton Miami Downtown, Miami, FLComplete Symposium information and registration is available at
www.isEDIS.com - One Domain - One Source for all your EDIS solutions.

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Please Print

Full Name: _____

Nickname (for badge): _____

Professional Title: MD DO FACEP RN BSN Other: _____

Name of Institution: _____

Responsibility: ER Chief Physician Nurse Manger Information Specialist Other: _____Preferred Mailing Address*: _____ *Check if Home or Work
 *This address will be used on attendee list provided to vendors. Please check here if you do not wish to have this address provided.

City/State/Country/Zip+4: _____

Preferred Telephone Number (including area code): _____

E-mail Address (required for conference confirmation & updates): _____

Do you currently have an ED system? Yes No Which one? _____

Tuition

(includes coffee breaks and 3 lunches). There are no group discounts.

Early Registration Fees

Registrations received by 10/15/10 \$800
ACEP/PaACEP/FL ACEP Member \$750
Nurses \$700

Regular Fee (after 10/15)

Physician & Non-Physician registrations \$850
Nurses \$750**One Day Registration** \$300

(Valid for one day only of the conference)

Day attending (please check one) Fri. 11/12 Sat. 11/13 Sun. 11/14**Total Amt. Due** \$ _____ Please check if you are a First Time Attendee. Please note any special needs associated with the ADA or dietary restrictions. _____

Method of Payment

 Check enclosed payable to PaACEP
 AMEX Discover Visa Master Card

Total Amount Authorized to Charge

Credit Card Number

Expiration Date

Name on Card (please print)

Signature of Cardholder

Billing Address (if different than mailing address)

Return registration form to: Judy Smith
777 East Park Drive, PO Box 8820
Harrisburg, PA 17105-8820
(877) 373-6272 (877-ERDOCPA) • (717) 909-2696
Fax: (717) 558-7841 • jsmith@pamedsoc.org**PaACEP Cancellation Policy** A \$50 processing fee will be deducted from all refunds for cancellations. No refunds will be made for cancellations received after 5 pm on **October 29, 2010**. All cancellations must be in writing to receive a refund.

The Solution is in The Process:

**How to Improve ED Flow, Minimize Risk
and Maximize Reimbursement with and
without the Help of Technology**

Emergency departments are coming under increasing pressure to streamline operations, run smarter, reduce costs and improve patient outcomes. Invest in a comprehensive information system or find simple “tweaks” or process changes for your emergency department that can help you achieve these objectives.

Don't invest in an ED system until you attend the International Symposium on Emergency Department Information Systems—the first EDIS seminar in the country.

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November 12-15, 2010 • Hilton Miami Downtown, Miami, FL

