

Strategies to Improve Patient Flow and Reduce ED Crowding Webinar: November 2nd, 2006 1:00 – 2:30 EST

To participate, register online at
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In this Document:

- Date and Time
 - Topics
 - Descriptions
 - Learning Objectives
 - Who Should Attend
 - Webinar Agenda
 - Presenter Bios
-
- Date and Time

Thursday, November 2nd, 2006 from 1:00-2:30 EST

Space is limited and participation will be based on a first come, first serve basis. Because of high demand and limited space, we ask that each organization submit only one registration form.

Attendance requires only a telephone and a computer with internet access.

- Topics

Presentation #1: “Strategies for improving Patient Flow within Your Organization”

Presentation by: Cindy McGlone
 Vice President
 Albert Einstein Healthcare Network
 Philadelphia, PA

Ms. McGlone will discuss several strategies implemented at Albert Einstein Medical Center in efforts to improve patient flow. Specifically, Ms. McGlone will review approaches related to bed management and capacity management. Lastly, she will evaluate the merits of several tools used to measure patient flow.

Learning Objectives:

- Identify major patient flow obstacles in hospitals
- Examine various approaches to addressing two major areas impacting patient flow:
 - i. Care Management
 - ii. Bed Management
- Identify tools for monitoring success

Who Should Attend:

- Managers and administrators responsible for the ED
- Quality improvement personnel
- ED nurses and physicians

Presentation #2: “ED Nurse Recruitment and Retention Strategies”

Presentation by: Melinda Stibal, RN, MBA
Administrative Director of Emergency and Trauma Services
Memorial Regional Hospital
Hollywood, FL

Ms. Stibal will provide an overview of strategies used to fill a substantial number of open nursing positions in the ED. She will provide an overview of how she and her team set out to solve this problem by building on existing programs at her hospital in addition to the implementation of new initiatives.

Learning Objectives:

- Identify strategies to improve ED nurse recruitment and retention
- Examine various internal approaches to increase ED nurse retention
- Examine various external approaches to increase ED nurse recruitment
- Identify training and costs to implement programs compared to turnover costs

Who Should Attend:

- Managers and administrators responsible for the ED
- Quality improvement personnel
- ED nurses and physicians

Urgent Matters
Webinar: November 2nd, 2006 EST
1:00pm – 2:30pm

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| I. | Welcome and Program Introduction by Bruce Siegel | 10 Minutes |
| II. | <u>Presentation: Strategies for Improving Patient Flow within Your Organization</u> | 25 Minutes |
| III. | <u>Questions & Answer Period</u> | 10 Minutes |
| IV. | <u>Presentation: ED Nurse Recruitment and Retention Strategies</u> | 25 Minutes |
| V. | <u>Questions & Answer Period</u> | 10 Minutes |
| VI. | <u>Final Wrap Up & Closing Remarks</u> | 10 Minutes |
| | a. Follow-up questions & audio recording | |
| | b. Future educational activities | |
| | c. Online Evaluation | |

Total Time: 90 Minutes

- Presenter Bios

Cindy McGlone, Vice President, Albert Einstein Healthcare System

Cindy McGlone is a Vice President for Healthcare Services at Albert Einstein Medical Center. AEMC is a 435 bed tertiary care, trauma center located in Philadelphia, Pennsylvania. Cindy has over 20 years of healthcare experience and has responsibility for Care Management, Healthcare Access, Health Information Management and other front-end revenue cycle areas. Cindy led the Patient Flow/Capacity Management initiative at AEMC and she will discuss the results during the session.

Melinda Stibal RN, Administrative Director of Emergency Trauma Services, Memorial Regional Hospital

Melinda Stibal (Mel) is an RN with 25 years experience in nursing. Areas of practice include emergency, intensive care, telemetry, geriatrics and administration. Mel holds undergraduate degrees in nursing and healthcare administration and is currently completing her MBA with a focus in healthcare. Mel's current position is the Administrative Director of Emergency and Trauma Services for Memorial Regional Hospital and coordinator of the emergency preparedness activities within the facility.