

URGENT
Matters

*An Initiative to Improve
hospital patient flow and reduce
emergency department crowding*

Webinar Series

Employing Best Practices to Improve the Patient Experience

February 9, 2012



Robert Wood Johnson Foundation

THE GEORGE WASHINGTON UNIVERSITY

**SCHOOL OF PUBLIC HEALTH
AND HEALTH SERVICES**

Agenda

Welcome

Danielle Lazar, MA, Research Associate, Urgent Matters, George Washington University

Housekeeping and Introductions

Danielle Lazar

Employing Best Practices to Improve the Patient Experience

Jim Hoelz, MS, MBA, RN, CEN, FAEN, Chief Nurse Executive/Managing Partner, Blue Jay Consulting

Final Thoughts

Danielle Lazar

Technical Support

Call Webex directly at 1 (800) 985-9074
and press #2 for technical support



Robert Wood Johnson Foundation

THE GEORGE WASHINGTON UNIVERSITY

SCHOOL OF PUBLIC HEALTH
AND HEALTH SERVICES

Learning Objectives

Discuss the impact of patient experience in the ED

Identify strategies that have worked to improve patient and staff satisfaction

CME/CEU Disclosure Statement

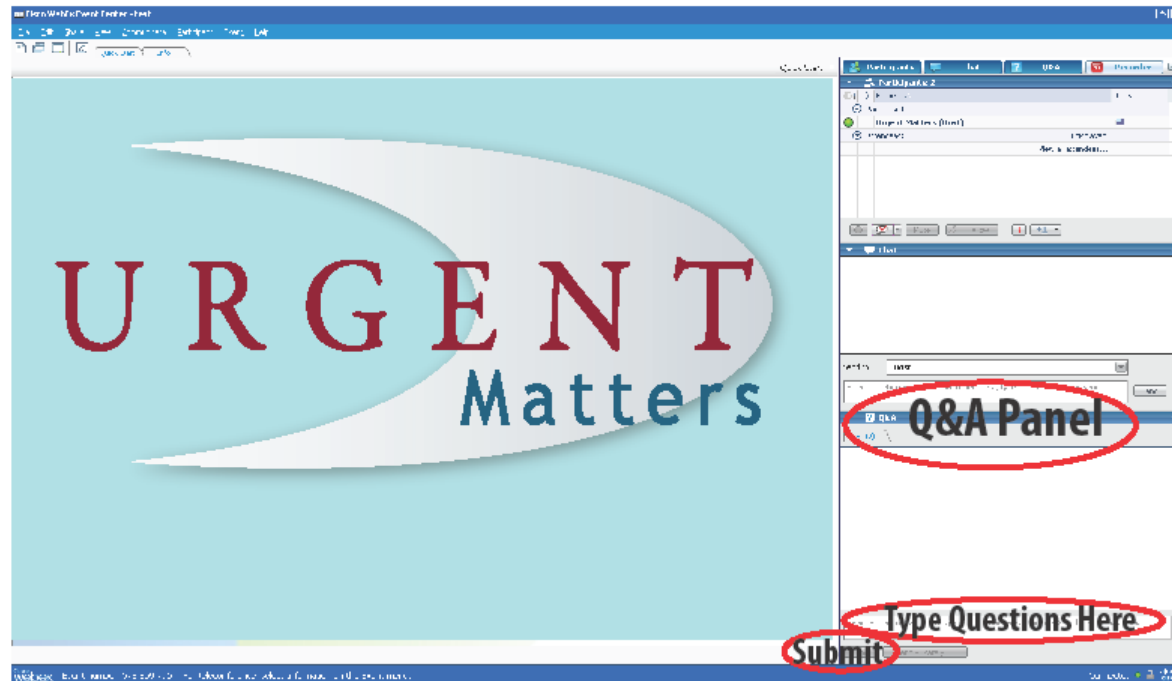
All speakers and planners completed financial disclosure declarations. Upon disclosure, none of the speakers or planners had any relevant financial relationships to report.



Asking Questions

The question and answer period of the conference will be interactive. We have scheduled approximately 15 minutes for questions at the end of the presentation. To submit a question, simply type your question in the designated area in the right column of the screen at any time during the conference. If your question is not selected to be answered during the webinar, you can re-submit the question by e-mail to info@urgentmatters.org

URGENT
Matters



The screenshot displays a webinar interface. On the left, a large graphic features the text "URGENT Matters" in red and blue. On the right, a sidebar contains a "Q&A Panel" section, which is circled in red. Below the Q&A panel, there is a text input field with the placeholder text "Type Questions Here" and a "Submit" button, both also circled in red. The interface includes standard browser navigation elements at the top and bottom.



Robert Wood Johnson Foundation
THE GEORGE WASHINGTON UNIVERSITY
SCHOOL OF PUBLIC HEALTH
AND HEALTH SERVICES

Thank You For Participating!

Receiving CME/CEU Credit

Immediately following the webinar Urgent Matters will be sending an email that will include an evaluation of the webinar. Once you have completed the online evaluation you will be automatically directed to a website containing instructions for receiving CME/CEU credits. The page will include a link that will allow you to download the claim form provided by The George Washington University Medicine and Health Sciences. Please send the completed form by mail or fax to the address listed on the form.

Physicians: The George Washington University School of Medicine and Health Sciences is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

The George Washington University School of Medicine and Health Sciences designates this continuing medical education activity for a maximum of 1 AMA Physician Recognition Award Category 1 Credits[™].

Nurses: The George Washington University School of Medicine and Health Sciences is approved as a provider of continuing education in nursing (provider number 09-04-01) by the Virginia Nurses Association (VNA). VNA is accredited as an approver of continuing education by the American Nurses Credentialing Center's Commission on Accreditation. This activity has been designated for 1 contact hours.

Recording

A recording of this conference will be posted on the Urgent Matters website at <http://urgentmatters.org> along with the powerpoint presentations

The best way to learn about Urgent Matters events is to sign up for our E-newsletter at <http://urgentmatters.org>

Follow Urgent Matters



LinkedIn

If you have any additional questions about the webinar or Urgent Matters please email us at info@urgentmatters.org

URGENT
Matters

Webinar Series



Robert Wood Johnson Foundation
THE GEORGE WASHINGTON UNIVERSITY
SCHOOL OF PUBLIC HEALTH
AND HEALTH SERVICES