Learning Objectives

Learn the value of developing and implementing interventions to improve patient flow and patient care in the ED

Discuss how LEAN principles can be used to design new care processes for ESI 3 and ESI 4/5 patients.

Address how other strategies can be used improve patient care and outcomes in the ED.

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.
Agenda

Welcome, Housekeeping, and Introduction of Speakers
Danielle Lazar, MA, Research Associate, Urgent Matters, George Washington University

Christiana Care Health System
Heather L. Farley, MD, FACP, Assistant Chair, Department of Emergency Medicine, Christiana Care Health System

Karen Toulson, RN, MSN, CEN, NE-BC, Emergency Department Nurse Manager, Christiana Care Health System

Jason Deal, MBA, Emergency Care Technician, Christiana Care Health System

Jesse Moncrief, Senior Operational Excellence Consultant, Christiana Care Health System

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

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