

**URGENT**  
Matters

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

**Webinar Series**

# Rapid Intake and Patient Segmentation

July 26, 2011



**Robert Wood Johnson Foundation**  

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## **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

### Technical Support

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



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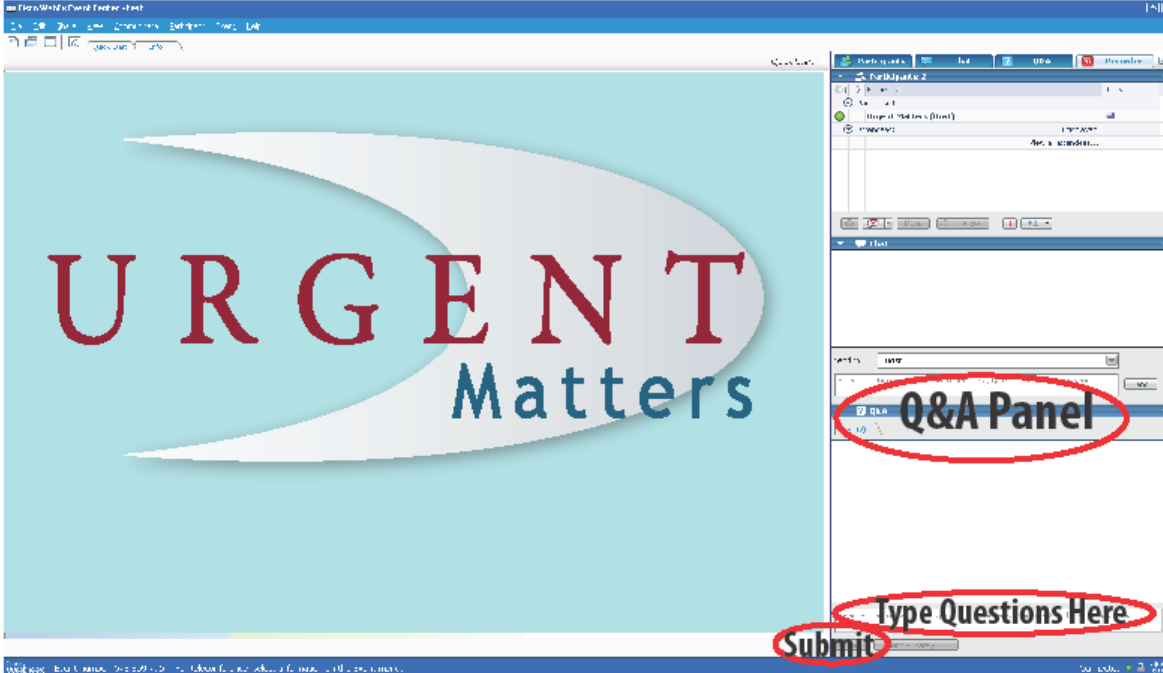
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## Asking Questions

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](mailto:info@urgentmatters.org)

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The screenshot shows a webinar interface. On the left, a large light blue oval contains 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 buttons and a top menu bar.



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# 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 Medical Center. Please send the completed form by mail or fax to the address listed on the form.

*Physicians: This activity has been planned and implemented in accordance with the Essential Areas and policies of the Accreditation Council for Continuing Medical Education. The George Washington University Medical Center is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians. The George Washington University Medical Center takes responsibility for the content, quality, and scientific integrity of this CME activity.*

*The George Washington University Medical Center designates this activity for a maximum of 1.5 AMA PRA Category 1 Credit™. Physicians should claim credit that commensurates with the extent of their participation in the activity.*

*Nurses: The George Washington University Medical Center 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 1.5 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>

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