

**URGENT**  
Matters

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

**Webinar Series**

# Low-Cost High-Impact Patient Flow Strategies

February 16, 2011



**Robert Wood Johnson Foundation**  

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**THE GEORGE WASHINGTON UNIVERSITY**  

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**SCHOOL OF PUBLIC HEALTH  
AND HEALTH SERVICES**

## Agenda

### Welcome

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

### Housekeeping and Introduction of Speaker

Danielle Lazar

### Rapid Medical Evaluation

Rodney Borger, MD, FACEP, Medical Director,  
Chair, Department of Emergency Medicine,  
Arrowhead Regional Medical Center

### Final Thoughts

Danielle Lazar

### Technical Support

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and press #2 for technical support



## Learning Objectives

Learn the value of developing and implementing low cost high impact interventions to improve patient flow in the emergency department.

Explain the benefits achieved by other organizations who have deployed public health interventions 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.



## 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](mailto:info@urgentmatters.org)

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The screenshot shows a web browser window displaying a webinar page. The page content includes the 'URGENT Matters' logo with the tagline 'An initiative to improve hospital patient flow and reduce emergency department crowding', the title 'Webinar Series', the main topic 'Low-Cost High-Impact Patient Flow Strategies', the date 'February 16, 2011', and the affiliation 'Robert Wood Johnson Foundation THE GEORGE WASHINGTON UNIVERSITY SCHOOL OF PUBLIC HEALTH AND HEALTH SERVICES'. On the right side, there is a 'Participants' list, a 'Q&A Panel' section, and a 'Type Question' input field with a 'Submit' button. Red callout boxes highlight the 'Q&A Panel' and 'Submit' buttons.

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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.*

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*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 contact hour.*

## 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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