

HARVARD MEDICAL
FACULTY PHYSICIANS
AT BETH ISRAEL DEACONESS
MEDICAL CENTER



THE INSTITUTE FOR
EMERGENCY DEPARTMENT
CLINICAL QUALITY
IMPROVEMENT

ED Quality Improvement Professional Certification Course

20-22 April 2020

Grand Hotel Baglioni, Florence, Italy

www.EDQualityInstitute.org

The Institute for Emergency Department Clinical Quality Improvement

Promoting excellence in emergency department operations, clinical quality, and patient safety through a commitment to quality improvement, clinical education, international collaboration, and research.

This course is endorsed by The European Society of Emergency Medicine



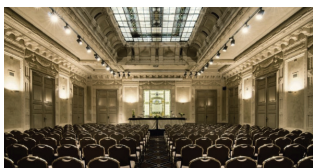
ED Quality Improvement Professional Certification Course

The Emergency Department Quality Improvement Professional (EQulP) Certification Course is a 21-hour (3-day) intensive professional development course, with optional certification exam, for emergency medicine clinicians delivered by the Department of Emergency Medicine at Harvard Medical Faculty Physicians at Beth Israel Deaconess Medical Center, in collaboration with the European Society of Emergency Medicine.

Key Course Features

Course participants will learn from world-renowned experts in emergency medicine. The course, facilitated by faculty from Harvard Medical School and Beth Israel Deaconess Medical Center (BIDMC), will use case studies, presentations, and interactive hands-on workshops to answer the following questions:

- How can we assure clinical quality in our ED?
- How can we provide state-of-the-art emergency medicine care for our patients?
- Why is having an effective quality assurance program essential for all practicing emergency physicians?
- What are the basic principles of effective ED quality metrics?
- What is an error and an adverse event and how do we appropriately implement the AHRQ severity scale in assessment of these?
- What is the role of the provider in error assessment?
- What specific quality metrics are most beneficial in the ED setting?
- How do we perform a standard case assessment and use this to improve clinical quality?
- How does a QA committee function and effectively interact with the hospital system?
- How do we develop and implement a rule-based system of medical error?
- How can we effectively use leadership and change management skills to implement QA process-driven changes?
- How can we effectively perform physician assessment and remediation to ensure the delivery of quality clinical care?
- How do we use a “triggers” system to improve quality by reducing time to interventions?
- How do we implement standardized clinical pathways and assess their impact on quality of care and reduce variability?



Join us in Florence!

The course will be held at the Grand Hotel Baglioni located in Florence's city center. Discounted room rates are available for all EQulP attendees.



Course Program

DAY 1 – CONCEPTS IN CONTINUOUS QUALITY IMPROVEMENT IN EMERGENCY MEDICINE

- 9:00-9:15** Welcome
- 9:15-10:30** Keynote Lecture: Why Quality Assurance is Essential to Every Emergency Department
- 10:45-11:30** Team Building and Communication: Foundations of an Effective QA System
- 11:30-11:55** Too Err is Human: What is an Error?
- 11:55-12:55** Workshop: Adverse Event & Error
- 12:55-13:45** Lunch: Hotel Baglioni Rooftop Restaurant
- 13:45-15:45** Workshop: Introduction to a Rule-Based System of Medical Error
- 16:00-17:00** Principles of Emergency Department Quality Metrics
- 18:00-19:00** Networking Event & Welcome Reception

DAY 2 – IMPLEMENTING PRINCIPLES OF CONTINUOUS QUALITY IMPROVEMENT IN YOUR ED

- 9:00-10:20** Root Cause Analysis Workshop
- 10:20-11:05** Quality Assurance Committee Function and Hospital System Interaction
- 11:05-12:05** QA Committee Workshop
- 12:05-13:05** Lunch: Hotel Baglioni Rooftop Restaurant
- 13:05-15:05** Workshop: Using Clinical Pathways to Improve Patient Safety & Clinical Quality
- 15:20-16:20** Case Study & Group Discussion: Using Triggers to Improve Patient Safety & Clinical Quality

DAY 3 – METHODS FOR STANDARDIZING CLINICAL CARE TO IMPROVE QUALITY

- 9:00-9:40** Physician Assessment and Remediation: Case-based Examples
- 9:40-10:40** Roundtable: ED Crowding
- 10:55-12:55** Leadership and Change Management for Quality Assurance
- 12:55-13:30** Lunch: Hotel Baglioni Rooftop Restaurant
- 13:30-14:40** Certification Exam (Optional)
- 14:40** Distribution of certificates

Course Faculty

Richard Wolfe, MD

*Chief, Emergency Medicine, BIDMC
Associate Professor, Medicine & Emergency Medicine,
Harvard Medical School*

Jonathan Edlow, MD

*Vice-Chair, Emergency Medicine, BIDMC
Professor, Medicine & Emergency Medicine, Harvard Medical School*

David F.M. Brown, MD

*Chief, Emergency Medicine,
Massachusetts General Hospital
Professor, Emergency Medicine,
Harvard Medical School*

Barbara Masser, MD

*Director, The Institute for ED Quality Improvement
Director, Ambulatory Emergency Medicine, BIDMC
Assistant Professor, Emergency Medicine,
Harvard Medical School*

Robert Leach, MD

*Chief, Department of Emergency Medicine & Pre-Hospital Team, CHwapi, Belgium
Vice-President, EUSEM*

Roberta Petrino, MD

*Past-President, European Society of Emergency Medicine (EuSEM)
ED Director, S. Andrea Hospital and SS Pietro and Paolo Hospital, Vercelli, Italy*

Ian Higginson, BM FRCM MSc

*Vice President, Royal College of Emergency Medicine, UK
Co-Director & Hon Associate Professor, Master of Health Services Mgmt, Leadership & Innovation, Plymouth University, UK*

Abdulrahman Alqahtani, MBBS, MS

Director, National Emergency Program, Saudi Arabia Ministry of Health

Shamai Grossman, MD, MS

*Vice-Chair, ED Quality, BIDMC
Director, Observation Medicine, BIDMC
Associate Professor of Emergency Medicine, Harvard Medical School*

Leon Sanchez, MD, MPH

*Vice Chair, ED Operations, BIDMC
Associate Professor of Emergency Medicine, Harvard Medical School*

Kiersten Gurley, MD

*Assistant Director, ED Quality, BIDMC
Clinical Instructor, Emergency Medicine, Harvard Medical School*

Jamie Gurley

Senior Faculty, Center for Creative Leadership

Course Objectives

Our hope is that this course will provide valuable and specific clinical and quality assurance knowledge and skills to practicing emergency physicians and nurse leaders. Additionally, this course will impart participants with a shared understanding of the necessity for practicing emergency clinicians to adhere to agreed-upon standards in clinical quality and encourage hospital-wide acceptance of the importance of tracking quality metrics within the ED and throughout the hospital.

METHODOLOGY

Our course includes 21 hours of case studies, presentations, and interactive, hands-on workshops to provide participants with valuable clinical knowledge and quality process skills, which will allow them to pass the final certification exam and become a part of a community of like-minded attending physicians dedicated to emergency department clinical quality improvement.

WHO SHOULD PARTICIPATE?

This course will primarily benefit emergency medicine physicians and nurse leaders interested in improving their own clinical practice, and potentially effecting system-wide change, through optimized emergency care delivery focused on patient safety and quality.

CERTIFICATES & CME CREDIT

Participants are eligible for the following:

- **Certificate of Program Completion** from The Institute for Emergency Department Clinical Quality Improvement, The Department of Emergency Medicine at Harvard Medical Faculty Physicians at BIDMC, a Harvard Medical School teaching hospital.
- **CME** An application has been made to UEMS/EACCME for CME accreditation of this event. EACCME has joint recognition with the AMA for US physicians and RCPS for Canadian physicians. Please see site for details.
- Participants who choose to sit for, and who pass, the final certification exam will receive an **Emergency Quality Improvement Professional (EQulP) Certification**, issued by the institute. Learn more about certification at edqualityinstitute.org/equip-certification.

Course Registration

Visit www.EDQualityInstitute.org to register.

Email us at info@EDQualityInstitute.org for information on group discounts.

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HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

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