

HARVARD MEDICAL  
FACULTY PHYSICIANS  
AT BETH ISRAEL DEACONESS  
MEDICAL CENTER



THE INSTITUTE FOR  
EMERGENCY DEPARTMENT  
CLINICAL QUALITY  
IMPROVEMENT

# ED Quality Improvement Professional Certification Course

24-26 April 2023

Grand Hotel Baglioni, Florence, Italy

[www.EDQualityInstitute.org](http://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

Relevant for:

- Emergency physicians
- Emergency nurse leaders
- Healthcare quality administrators

Stay longer in Florence and attend our Neuro Emergencies course, April 24-26.  
\$400 discount for participants attending both courses



# Course Description

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.

## 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:

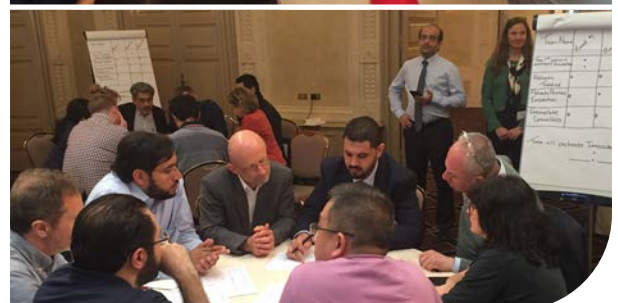
- How can we assure clinical quality in our ED?
- How can we provide state-of-the-art emergency medicine care for our patients?
- Why is having an effective quality assurance program essential for all practicing emergency physicians?
- What are the basic principles of effective ED quality metrics?
- 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 to objectively assess medical error?
- How can we effectively use leadership and change management skills to implement QA process-driven changes?
- How do we implement standardized clinical pathways and assess their impact on quality of care and reduce variability?



*We Are Live Again  
~ 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.





# Program

## DAY 1: Monday, April 24

### QUALITY IMPROVEMENT CONCEPTS

**8:00–8:30**

Registration and  
Welcome Coffee

**8:30–8:15**

Welcome and Introduction

**8:45–9:45**

Keynote Lecture: Why Quality Assurance is Essential to Every Emergency Department

**9:45–10:00**

Coffee Break

**10:00–11:00**

“Hold the Potato” –  
Team Building Exercise

**11:00–11:45**

Case Assessment –  
A Structured Approach

**11:45–12:45**

Lunch, Grand Hotel Baglioni  
Rooftop Restaurant

**12:45–14:55**

Workshop: Clinical Case  
Review/Adverse Event & Error

**14:55–15:10**

Coffee Break

**15:10–16:10**

Root Cause Analysis

**16:10–17:40**

Workshop: Root Cause Analysis

**18:00**

Welcome Reception,  
Hotel Baglioni Rooftop Terrace  
(drinks and appetizers)

## DAY 2: Tuesday, April 25

### QUALITY IMPROVEMENT SYSTEMS

**8:15–8:30**

Welcome Coffee

**8:30–8:40**

Intro & Questions

**8:40–9:00**

Presentation: Using Clinical Pathways to Improve Patient Safety & Clinical Quality

**9:00–11:00**

Workshop: Clinical Pathways –  
Design Your Own Pathway

**11:00–11:20**

Coffee Break

**11:20–12:05**

Design Your Own Pathway Workshop  
(Continued)

**12:05–12:50**

Discussion: Barriers to Pathway  
Implementation

**12:50–13:50**

Lunch, Grand Hotel Baglioni  
Rooftop Restaurant

**13:50–14:50**

Principles of ED Quality Metrics:  
Progress Towards a Rule-Based System

**14:50–16:00**

Workshop: ED Quality Metrics  
Development

**16:00–17:30**

Workshop: Effective Communication  
in the Emergency Department –  
From a Quality Lens

**17:30–17:40**

EQUIP Certification Exam Review

**17:40–18:10**

Fellowship Couch Conversations  
(Optional)

## DAY 3: Wednesday, April 26

### QUALITY IMPROVEMENT IMPLEMENTATION

**8:15–8:30**

Welcome Coffee

**8:30–8:40**

Intro & Questions

**8:40–10:40**

Workshop: From Idea to the  
Frontline: Implementation and  
Change Management

**10:40–11:00**

Break

**11:00–11:45**

It's Not Rocket Science. Quality  
and Complexity. The UK 4-hour  
Standard and Why It Ultimately  
Failed

**11:45–12:05**

A Case Study in Change  
Implementation at Lugano  
Regional Hospital, Switzerland

**12:05–13:05**

Lunch, Grand Hotel Baglioni  
Rooftop Restaurant

**13:05–13:45**

Panel Discussion with  
International Senior Emergency  
Physicians: Participant QA  
Implementation Challenges

**13:45–14:00**

Certification Exam Introduction  
(Opportunity for Questions)

**14:00–15:30**

Certification Exam (Optional)

# Course Directors

## **Barbara Masser, MD**

Director, Ambulatory Emergency Medicine, Beth Israel Deaconess Medical Center; Assistant Professor, Emergency Medicine, Harvard Medical School; Director, The Institute for ED Clinical Quality Improvement

## **Jonathan L. Burstein, MD**

Associate Director, ED Quality, Beth Israel Deaconess Medical Center; Assistant Professor, Emergency Medicine, Harvard Medical School; State EMS Medical Director, Commonwealth of Massachusetts

## **Jonathan Edlow, MD**

Professor of Medicine & Emergency Medicine, Harvard Medical School

## **Nicole Dubosh, MD**

Director of Undergraduate Medical Education, Beth Israel Deaconess Medical Center; Medical Education Fellowship Director, BIDMC; Director of Education Research, Department of Emergency Medicine, BIDMC; Assistant Professor of Emergency Medicine, Harvard Medical School

## **Roberta Petrino, MD, HonFESEM, FEBEM**

Director and Chair, Emergency Medicine Department, Ente Ospedaliero Cantonale, Lugano, Switzerland; Chair, Emergency Medicine Day Initiative; Past President, European Society for Emergency Medicine

# Faculty

## **Richard Wolfe, MD**

Chief of Emergency Medicine, Beth Israel Deaconess Medical Center; Associate Professor of Emergency Medicine, Harvard Medical School

## **David F. M. Brown, MD**

President, Massachusetts General Hospital; Professor of Emergency Medicine, Harvard Medical School

## **Shamai Grossman, MD, MS**

Vice-Chair, Healthcare Quality, Department of Emergency Medicine, Beth Israel Deaconess Medical Center; Associate Professor of Emergency Medicine, Harvard Medical School

## **Ian Higginson, BM, FRCEM, MSc**

Vice President, Royal College of Emergency Medicine; Hon Associate Professor, Masters in Health Services; Management, Leadership and Innovation, Plymouth University, UK

## **David Chiu, MD, MPH**

Vice President of Network Operations, Harvard Medical Faculty Physicians; Director of Operations/Medical Director, Emergency Medicine, Beth Israel Deaconess Medical Center

## **Bryan Stenson, MD**

Associate Director of Operations, Beth Israel Deaconess Medical Center and BID-Needham; Attending Physician, Department of Emergency Medicine, Beth Israel Deaconess Medical Center; Clinical Instructor, Emergency Medicine, Harvard Medical School



2019 EQuIP attendees participate in workshops



# 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 the European Accreditation Council for Continuing Medical Education (EACCME®).
- Participants who choose to sit for, and who pass, the final certification exam will receive an **Emergency Quality Improvement Professional (EQIP) Certification**, issued by the institute. Learn more about certification at [edqualityinstitute.org/equip-certification](http://edqualityinstitute.org/equip-certification).

## TUITION

**Physicians & Administrators:** \$1490 USD (\$1700 after 1 Feb. 2023)

**Nurses:** \$800 USD (\$1200 after 1 Feb. 2023)



## Registration

Visit [www.EDQualityInstitute.org](http://www.EDQualityInstitute.org) to register.

Email us at [info@EDQualityInstitute.org](mailto:info@EDQualityInstitute.org) for information on group discounts.

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TEACHING HOSPITAL

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