Western Emergency Department Operations Conference

WEDOC
Healing Health Care – A System Approach

COURSE OVERVIEW

The WEDOC objectives are to study factors that compromise emergency and acute care delivery, to participate in knowledge synthesis and exchange, and to advocate for patient-focused system level change.

SPECIAL FEATURE

This is a paperless conference

The Westin Calgary
320 4 Avenue SW
Calgary AB

WEDOC includes medical, operational and academic leaders from the University of Alberta, University of British Columbia, University of Calgary, University of Manitoba and University of Saskatchewan

Office of Continuing Medical Education and Professional Development

Creating the future of health
COURSE OBJECTIVES

- To clarify key system-level factors driving acute care and emergency access block
- To identify practical solutions to mitigate emergency overcrowding – from reducing complex patient inflow to enhancing ED efficiency to accelerating ED outflow
- To better understand the evolution of ED triage as a key process in ED operations
- To review the most promising recent ED operational innovations and describe their implementation
- To learn about the staffing models of the future: how and if we should implement NPs, physician assistants and other ancillary providers in the ED

PROGRAM AT A GLANCE

Friday April 26 Morning
0700 Registration / Breakfast
0800 Welcome Comments
0810 Where Are We? Why Are We Here?
How Do We Get Where We’re Going?
A System Perspective
The Honourable Fred Horne, Minister of Health
0900 What Are We Going To Do With Grandma?
0945 Refreshment Break / Posters / Networking
1100 System Accountability: OMG! The Inmates are Running the Asylum!
1200 Lunch / Poster Viewing

Friday April 26 Afternoon
1300 Opening Comments
1305 Customer Service? What Planet Are You From?
1410 How Do We Develop Patient Focus and Improve Patient Experience?
1500 Refreshment Break / Posters / Networking
1530 Does Provider Culture (training, beliefs, standards, norms and generational expectations) Compromise Care Delivery and Quality Improvement?
1615 Deconstructing a Better Mousetrap: Diversion Strategies that will Make a Difference (controlling ED demand at the front door)
1715 Evening Reception / Networking Session
1900 Evening Adjournment

Saturday April 27 Morning
0700 Registration / Breakfast
0800 Welcome Comments
0810 Achieving Best Healthcare Outcomes Through Clinical Networks and Variance Management
0905 Fifty Shades of Triage
1000 Refreshment Break
1015 ED Surge Planning (increasing ED capacity during surge)
1100 Emergency Department Throughput Innovations – 2013
1200 Lunch

Saturday April 27 Afternoon
1300 Welcome Comments
1305 Staffing Your ED: How to Match Capacity with Demand
1400 Leading Change in Health Care
1450 Closing Remarks
1500 Adjournment
Mary Baines  
Emergency Department Patient Care Manager,  
Rockyview Hospital, AHS Calgary

Laurie Ann Baker  
Chief, Emergency Medicine, Rockyview Hospital, AHS Calgary

Richard Bartrem  
VP Communications and Community Relations, Westjet, Calgary

Mike Bullard  
Professor of Emergency Medicine (University of Alberta) and  
Chair, National CTAS Working Group, Edmonton

Jody Crane  
ED Director, Fredericksburg Emergency Medical Alliance and  
Adjunct Professor, University of Tennessee

Greta Cummings  
Population Health Investigator, Alberta Innovates Health Solutions, Edmonton

Teresa Davidson  
Site Director, Rockyview Hospital, AHS Calgary

Drew Digney  
Medical Director, Patient Access and Flow,  
Vancouver Island Health Authority; Emergency Physician,  
Nanaimo Regional Hospital

Marko Duic  
Chief, Southlake Emergency Department, Newmarket

Karen Dunlop  
Regional Director, Emergency Program,  
Winnipeg Regional Health Authority

Suzanne Fox  
Director, Emergency Services & Trauma Care,  
Vancouver Island Health Authority

Debbie Goulard  
Executive Director, Acute Services, Rockyview Hospital,  
AHS Calgary

Eric Grafstein  
Chair, Regional Emergency Services Council, Vancouver

Brian Holroyd  
Chair, Department of Emergency Medicine, University of Alberta  
and Physician Lead, Alberta Operational Clinical Network –  
Emergency Medicine, Edmonton

Honorable Fred Horne  
Alberta Minister of Health, Edmonton

Grant Innes  
Head, Department of Emergency Medicine, AHS Calgary and  
Professor and Chair, Department of Emergency Medicine,  
University of Calgary

Peter Jamieson  
Chair, Canadian Society for Hospital Medicine and Medical  
Director, Foothills Hospital, Calgary

Julian Marsden  
Chair, BC Evidence to Excellence Collaboration and Physician  
Operations Lead, St Paul’s Hospital, Vancouver

Chris Mazurkewich  
Executive Vice President and Chief Operating Officer, AHS Calgary

Lester Mercuur  
Physician Lead, ED Quality and Operations, AHS Calgary

Tom Noseworthy  
Chief Medical Officer, Strategic Clinical Networks, AHS Calgary

Brian Rowe  
Professor and Canada Research Chair in Evidence-based  
Emergency Medicine, University of Alberta, Edmonton

Darren Sandbeck  
Executive Director, Emergency Medical Services, AHS Calgary

Sherry Stackhouse  
President, National Emergency Nurses Affiliation, BC Chapter

DISCLOSURE OF POTENTIAL FINANCIAL CONFLICTS OF INTEREST In keeping with accreditation guidelines, speakers participating in this event have been asked to disclose to the audience any financial involvement with industry or other organizations that may potentially influence the presentation of the educational material. Disclosure may be done verbally or using a slide prior to the speaker’s presentation.

PLANNING COMMITTEE

CO-CHAIRS
Debbie Goulard
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Eric Grafstein
Julian Marsden
Lester Mercuur

Laurie Perkins
Brian Rowe
Sherry Stackhouse
James Stempien
Nicholas Thain
MORNING
SESSION CHAIRS  Drew Digney, Karen Dunlop

0700  Registration / Breakfast

0800  Welcome Comments  Debbie Goulard

0810  Where Are We? Why Are We Here? How Do We Get Where We’re Going? A System Perspective  The Honourable Fred Horne, Minister of Health

0840  Questions and Discussion

0900  What Are We Going To Do With Grandma?
0900  Limiting the Impact of the Elderly on Emergency Departments  Greta Cummings
0920  Reducing Avoidable Elderly Transfers to the ED – The Community Paramedic Experience  Darren Sandbeck
0935  Questions and Audience Discussion

0945  Refreshment Break / Posters / Networking

1015  Enhanced Primary Care for Complex Patients  Peter Jamieson

1030  Strategies to Reduce LOS – The Path to Home  Teresa Davidson

1045  PANEL AND AUDIENCE DISCUSSION
Recommendations for Change

1100  System Accountability: OMG! The Inmates are Running the Asylum!
1100  System Accountability – or Not! Who’s Driving this Thing?  Grant Innes
1115  Accountability Frameworks and Performance Targets  Brian Holroyd
1130  Accountability and Sustainability  Chris Mazurkewich
1145  PANEL DISCUSSION
Recommendations for Change

1200  Lunch / Poster Viewing

AFTERNOON
SESSION CHAIRS  Eric Grafstein, Sherry Stackhouse

1300  Opening Comments  Grant Innes

1305  Customer Service? What Planet Are You From?
1305  Patient Story  TBA
1310  Building a Customer Service Culture  Richard Bartrem, Westjet
1350  PANEL DISCUSSION
Recommendations for Improvement

1410  How Do We Develop Patient Focus and Improve Patient Experience?
1410  Patient Focus – and the Holy Grail  Drew Digney
1425  Why did you Come to Work Today?  Suzanne Fox
1440  PANEL DISCUSSION
Recommendations for Improvement

1500  Refreshment Break / Posters / Networking

1530  Does Provider Culture (training, beliefs, standards, norms and generational expectations) Compromise Care Delivery and Quality Improvement?
1530  What’s Wrong with Doctors these Days?  Debbie Goulard
1545  What’s Wrong with Nurses these Days?  Lester Mercuur

1600  PANEL DISCUSSION
Recommendations for Improvement

1615  Deconstructing a Better Mousetrap: Diversion Strategies that will Make a Difference (controlling ED demand at the front door)
Can’t find a GP – or get an appointment? Your doctor’s recorded message told you to go to the ER. Healthlink told you to go to the ER. No beds on the inpatient unit! Need care on a weekend or holiday? Mediclinic not managing your Diabetes well? Frustrated with the wait for an MRI? Acting out at the long-term care facility? Specialist appointment still 6 months away! Having post-op complications? Don’t know what to do! Go to the Emergency Department! The default solution to almost every system gap seems to be ... the ED! The world is beating a path to our door and the ED needs diversion strategies – but not for patients with ankle sprains.

1715  Evening Reception / Networking Session

1900  Evening Adjournment

PROGRAM MAY CHANGE DUE TO CIRCUMSTANCES BEYOND OUR CONTROL
MORNING
SESSION CHAIRS Julian Marsden, Grant Innes

0700 Registration / Breakfast
0800 Welcome Comments Grant Innes
0810 Achieving Best Healthcare Outcomes Through Clinical Networks and Variance Management Tom Noseworthy
0845 Questions and Discussion
0905 Fifty Shades of Triage
0905 “I’m Having Chest Pain, I Think I’ll Go Get Triaged” Sherry Stackhouse
0915 ED Triage: Value Added – or Just Another Lineup? Eric Grafstein
0925 Goldilocks and Triage – Too Much? Too Little? or Just Right? Mike Bullard
0935 PANEL AND AUDIENCE DISCUSSION Recommendations for Change

1000 Refreshment Break
1015 ED Surge Planning (increasing ED capacity during surge)
1015 Overview of ED Surge Strategies Julian Marsden
1030 Intake Strategies to Address Patient Surge Mary Baines, Laurie Ann Baker
1045 PANEL AND AUDIENCE DISCUSSION Recommendations for Change

1100 Emergency Department Throughput Innovations – 2013
1100 Evidence-based Overview of ED Throughput Strategies Brian Rowe
1115 Best ED Throughput Innovations (chosen from abstract submissions)
• Innovation #1 Speaker TBA
• Innovation #2 Speaker TBA
• Innovation #3 Speaker TBA
• Innovation #4 Speaker TBA
1135 PANEL AND AUDIENCE DISCUSSION Recommendations for Change

1200 Lunch

AFTERNOON
SESSION CHAIR TBA

1300 Welcome Comments Debbie Goulard
1305 Staffing Your ED: How to Match Capacity with Demand
1305 Nursing Ratios and RN Shifting, Etched in Stone? Karen Dunlop
1325 Incorporating NPs and PAs in the ED Karen Dunlop

1345 PANEL AND AUDIENCE DISCUSSION Recommendations for Change

1400 Leading Change in Health Care Jody Crane
1450 Closing Remarks Debbie Goulard, Grant Innes
1500 Adjournment

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GENERAL INFORMATION

ACCOMMODATION
Registrants must make their own accommodation arrangements.

The Westin Calgary
320 4 Avenue SW, Calgary AB
Phone (403) 266 1611
Toll Free (888) 627 8417
www.westincalgary.com

A limited number of rooms have been held until March 27, 2013 at the rate of $199 per night plus taxes (hotels are subject to the 4% Alberta Tourism Levy, 3% Destination Marketing Fee and 5% GST). Please indicate you are with the University of Calgary (WEDOC) to obtain this rate.

PARKING
Special self-parking rate of $10 per day for registered guests of The Westin Calgary.

DRESS
Dress is business casual. Sweaters or items of clothing that can be layered are recommended since temperature in the venue may fluctuate.

PAPERLESS CONFERENCE
Handouts will be made available on the CME website as well as on memory sticks that will be provided at the conference.

CONFIRMATION OF REGISTRATION
On-line registration confirmation is automatic after registering on-line. A tax receipt will be sent approximately 2 weeks after registering.

For all other methods of registration (mail, fax) confirmation will be in the form of a tax receipt. No other confirmation will be sent. Please allow 2 weeks for registration processing.

REIMBURSEMENT OF REGISTRATION FEES
Physicians may be eligible for reimbursement of registration fees and expenses to attend CME courses from a fund administered by the Alberta Medical Association. For more information regarding this, please call the AMA at (780) 482 2626 or 1 (800) 272 9680.

COURSE CANCELLATION POLICY
The Office of Continuing Medical Education and Professional Development reserves the right to cancel the course if there are insufficient registrations.

REFUND POLICY
A registration refund will be made upon written request on or prior to April 11, 2013. However $50 will be retained for administrative costs. No refund will be made for cancellation after April 11, 2013. NOTE: Refunds are processed only on the return of original receipt. All receipts must be returned within 30 days after program date.

STUDY CREDITS
This program meets the accreditation criteria of The College of Family Physicians of Canada by the University of Calgary Office of Continuing Medical Education and Professional Development and has been accredited for up to 12.75 MAINPRO-M1 credits. This event is an Accredited Group Learning Activity (Section 1) as defined by the Maintenance of Certification program of The Royal College of Physicians and Surgeons of Canada. This program has been reviewed and co-sponsored by Continuing Medical Education and Professional Development, University of Calgary.

ACCREDITATION
The University of Calgary – Office of Continuing Medical Education and Professional Development is fully accredited by the Committee on Accreditation of Canadian Medical Schools (CACMS).

FOR FURTHER INFORMATION
Office of Continuing Medical Education and Professional Development, Faculty of Medicine, University of Calgary, TRW Building, 3280 Hospital Drive NW, Calgary AB T2N 4Z6

About Course Content, Contact
Wanda Rawluk
National Conference Coordinator
Phone (403) 220 3988
Email wrawluk@ucalgary.ca

About Registration, Contact
Phone (403) 220 7032
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To Register
On-line, by mail or by fax (403) 270 2330 (see Registration Form for details)

VISIT OUR WEBSITE
www.cme.ucalgary.ca

http://www.facebook.com/UofC.CME
http://twitter.com/@CME_UofC
REGISTRATION FEE

Includes GST, breakfasts, lunches, refreshment breaks, Friday Evening Reception

On or Before April 11, 2013

☐ $420.00  Physician
☐ $367.50  Other Healthcare Professional

After April 11, 2013

☐ $483.00  Physician
☐ $422.63  Other Healthcare Professional

Resident / Student Fee

☐ $236.25  STUDENT RATE IS AVAILABLE FOR FULL-TIME STUDENTS ONLY

On-site registration is based on availability and is not guaranteed

Please Note – Lunch will include a vegetarian selection. We are unable to accommodate special dietary restrictions (for example, gluten free, peanut allergies).

REGISTRATION INFORMATION

Phone (403) 220 7032, Email cmereg@ucalgary.ca

REGISTER ON-LINE

https://cmeregistration.ucalgary.ca

REGISTER BY MAIL

Mail Registration Form with payment to Office of Continuing Medical Education and Professional Development, Faculty of Medicine, University of Calgary, TRW Building, 3280 Hospital Drive NW, Calgary AB T2N 4Z6

Cheque payable to UNIVERSITY OF CALGARY

REGISTER BY FAX

Registration with credit card payment only may be faxed to (403) 270 2330
SPONSORSHIP

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- **Abbott Point of Care**
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The Western Emergency Department Operations Conference (WEDOC) offers a number of exceptional opportunities to showcase your support of hospital emergency care and patient flow system improvements and engage key decision-makers in your products and services.

Be a visible leading partner in the creation of new solutions to the pressures facing the healthcare system.

For more information on sponsorship opportunities, PLEASE CONTACT

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