

**Leadership, Education, Administration and Development Course
In Emergency Medicine
LITSEM 2018
Kaunas, Lithuania
April 18, 2018**

Course Description

One of the most challenging skills in emergency medicine is emergency department administration and management. This **1-day preconference course** will focus on basic and advanced topics in EM administration, management, ED staffing, patient safety and quality, patient flow and ED through-put, and ED design and efficiency. Through a series of interactive lectures, case presentations and audience-participation scenarios, this course will teach the participants how to direct the emergency department, how to staff your busy ED, how to measure and improve quality and patient safety, how to design and improve your ED operations, and how to be the most effective ED director and manager possible.

This course has been taught in over 15 countries over the past 10 years by international experts in EM administration and management, and is focused on providing the best, most up-to-date information to physicians practicing EM from all over the world. This course is always at full-capacity (Mediterranean EM Congress Spain, EuSEM Congress Sweden, Australia, Netherlands, S.Africa, Poland and elsewhere).

This course has consistently received very high reviews from several hundred participants from over 10 countries, including:

- "This is the best course in EM administration I've ever taken"--Emergency Physician from Netherlands
- "I think the course was fantastic! I appreciate Dr Mulligan's enthusiasm and thank him for coming so far to teach in Johannesburg"--Emergency Physician from South Africa
- "Excellent course. It's suitable for people who are just starting out or who have walked the walk for a long time. Excellent"--Emergency Physician from Australia



LITUVOS SKUBIOSIOS MEDICINOS DRAUGIJA

**PRECOURSE: EM LEAD COURSE:
Leadership, Education, Administration and Development**

PROGRAM

April 18, 2018

Hotel „Park Inn by Radisson Kaunas“, Donelaicio st. 27, Kaunas

08.30 – 09.00	REGISTRATION	
09.00 – 12.00	Intro to EM Administration & Management Lectors: Terrence Mulligan and colleagues	
	09.00 – 09.30	ED Administration & Management
	09.30 – 10.15	Measuring and Improving Quality
	10.15 – 11.00	Staffing and ED Informatics
11.00 – 11.15	COFFEE BREAK	
	11.15 – 12.00	Directing the EM Residency
12.00 – 13.30	Patient Safety in EM Lectors: Terrence Mulligan and colleagues	
	12.00 – 12.30	Patient Safety in EM
	12.30 – 13.00	Risk Management and Error Reporting
	13.00 – 13.30	Teamwork, Communication and Hand-offs
13.30 – 14.30	LUNCH	
14.30 – 17.00	ED Crowding and Patient Flow Lectors: Terrence Mulligan and colleagues	
	14.30 – 15.15	ED Crowding and Patient Flow
	15.15 – 16.00	ED Operations: Triage, Fast-track, Observation Units
16.00 – 16.10	COFFEE BREAK	
	16.10 – 16.50	ED Design
	16.50 – 17.00	Wrap-up & Evaluations

Target Audience

This course has been specifically developed to be delivered to the international emergency audience, and to physicians and residents working in newly-developing emergency medicine systems.

Methods of Instruction

Lecture with Interactive Questions & Answers

Panel Discussion

Case Presentation & Discussion

Small Group Discussion

Problem Solving

Brainstorming

Learning Objectives

After participating in this course, learners will understand:

- Basic emergency medicine and emergency department administration techniques, styles and resources to be used in their emergency medicine practices and settings.
- How to define quality and performance in emergency medicine, how to measure quality and performance, and how to improve emergency medicine quality and performance for their practices and settings.
- How to define patient safety emergency medicine, how to measure and quantify patient safety, and how to improve patient safety in their practices and settings.
- Basic emergency department operations and design techniques, and how to implement and utilize operational elements in their own emergency medicine practices and settings.

Course Director

Terrence M. Mulligan, DO MPH FAAEM, FIFEM, FACEP, FACOEP, FNVHSA, HPF

Clinical Professor, University of Maryland School of Medicine

Faculty

C. James (Jim) Holliman, M.D., F.A.C.E.P.

Past President, International Federation for Emergency Medicine

President, International Federation for Emergency Medicine Foundation

Professor of Emergency Medicine and Public Health Sciences

Pennsylvania State University M. S. Hershey Medical Center

Department of Emergency Medicine

Dan O'Brien MD

Professor of Emergency Medicine

University of Louisville, Kentucky

Gary Gaddis MD

Professor of Emergency Medicine

Washington University, St. Louis, Missouri

Fran Moya MD

SEMES Board of Directors, Spain

Fran Mencl MD

Associate Professor of Emergency Medicine
Ohio, USA

Educational Needs

When planning the activity, the planning committee used the following sources to determine the educational needs of the participants:

- Survey of Intended Audience
- Public Health Trends
- Focus Group Data
- Institutional/Organizational Requirement
- Literature Search
- Patient Care Data

Evaluations

You will be sent a pre-course and post-course evaluation form. Your input and comments are essential in planning future educational activities. Be sure to return your completed evaluation forms to course director prior to your departure.

Speakers Who Have Disclosed No Relevant Financial Relationships

Terrence Mulligan DO, MPH
FACEP, FAAEM, FIFEM, FACOEP, FNVSHA, HPF

Support Acknowledgement

There is no commercial support for this activity.