

HARVARD MEDICAL
FACULTY PHYSICIANS
AT BETH ISRAEL DEACONESS
MEDICAL CENTER



In collaboration with



Endorsed by



ED Quality Improvement Professional Certification Course

April 30–May 2, 2024

Radisson Collection Royal Hotel, Copenhagen, Denmark

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 Copenhagen and attend our Neuro Emergencies course, May 3–4. \$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, designed for emergency medicine clinicians. This course is 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?



~ Join us in Copenhagen!

The event will be held at the Radisson Collection Royal Hotel in Copenhagen center, right across from the famous Tivoli Gardens!

Discounted room rates are available for all EQulP attendees.





Program

DAY 1: Tuesday, April 30

Adverse Event, RCA, and QA Rules

8:00–8:30

Registration and Welcome Coffee

8:30–8:40

Welcome from DASEM —
The Importance of ED Quality

8:40–8:50

Welcome from Region Zealand

8:50–9:50

Keynote: Why QA is Essential
to Every ED

9:50–10:50

Teambuilding Exercise:
Hold the Potato

10:50–11:05

Coffee Break

11:05–11:50

Presentation: Case Assessment —
A Structured Approach

11:50–12:50

Lunch

12:50–14:30

Workshop: Clinical Case Review

14:30–15:30

Presentation: Root Cause
Analysis

15:30–15:45

Break

15:45–17:30

Workshop: Root Cause Analysis

18:00–19:30

Welcome Reception

DAY 2: Wednesday, May 1

Systems

8:30–8:40

Welcome and Questions

8:40–9:25

Keynote: ED Quality Through the
Hospital Administration Lens

9:25–10:10

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

10:10–10:25

Break

10:25–12:30

Workshop: Design Your Own Pathway

12:30–13:30

Lunch

13:30–14:00

Presentation/Discussion:
Barriers to Pathway Implementation

14:00–14:45

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

14:45–15:30

Workshop: ED Quality Metrics
Development

15:30–15:50

Break

15:50–17:05

Workshop: Effective
Communication in the Emergency
Department from a Quality Lens

17:05–17:20

EQuIP Certification Exam Review

DAY 3: Thursday, May 2

Implementation

8:30–8:40

Welcome and Questions

8:40–10:30

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

10:30–10:45

Break

10:45–11:30

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

11:30–12:00

Quality Improvement Case
Study: Region Sjælland

12:00–12:45

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

12:45–13:45

Lunch

13:45–14:00

Certification Exam Introduction
(*Opportunity for Questions*)

14:00–15:30

Certification Exam (*Optional*)

Course Director

Barbara Masser, MD

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

Faculty

David Chiu, MD, MPH

Vice President of Network Operations, Harvard Medical Faculty Physicians; Senior Medical Director and Director of Operations, Department of Emergency Medicine, Beth Israel Deaconess Medical Center; Instructor of Emergency Medicine, Harvard Medical School

Nicole Dubosh, MD

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

Jonathan Edlow, MD

Professor of Emergency Medicine, Harvard Medical School; Professor of Medicine, Harvard Medical School

Shamai Grossman, MD, MS

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

Ian Higginson, MD

Vice President, Royal College of Emergency Medicine; Hon Associate Professor, Masters in Health Services Management, Leadership, and Innovation, Plymouth University, United Kingdom; Professional Committee, European Society of Emergency Medicine

Niels Rathlev, MD

Chair, Department of Emergency Medicine, Baystate Health; Professor of Emergency Medicine, UMass Chan Medical School – Baystate

John Sitarz, MD

Head of Department of Emergency Medicine, Hospital of Nykoebing Sjælland

Bryan Stenson, MD

Associate Director of Operations, Department of Emergency Medicine, Beth Israel Deaconess Medical Center; Assistant Professor of Emergency Medicine, Harvard Medical School

Anders Vestergaard Krusenstjerna-Hafstrøm, MD

Director, Medical Education, Department of Emergency Medicine, Holbæk Hospital; Associate Professor of Emergency Medicine, Copenhagen Medical School

Richard Wolfe, MD

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

EQUIP Course 2023, Florence, Italy





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.

TUITION

Physicians & Administrators: \$1,400 USD (\$1,600 after 1 Feb. 2024)

Nurses: \$900 USD (\$1,100 after 1 Feb. 2024)

For information on discounted hotel rates, and to register for our course, please visit our website.



Registration

Visit www.EDQualityInstitute.org to register.

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

Beth Israel Deaconess
Medical Center



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

THE INSTITUTE FOR
EMERGENCY DEPARTMENT
CLINICAL QUALITY
IMPROVEMENT

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About Us

WHO WE ARE

The Institute for Emergency Department Clinical Quality Improvement is set within the context of [Beth Israel Deaconess Medical Center's Department of Emergency Medicine](#), and our [Emergency Medicine Residency Program](#), affiliated with [Harvard Medical School](#). All of our faculty are attending physicians at [Beth Israel Deaconess Medical Center's Department of Emergency Medicine](#), and faculty members at [Harvard Medical School](#). Our courses are designed to help emergency medicine clinicians develop the individual and departmental clinical decision-making skills and quality assurance practices they need in order to deliver high-quality care to patients. Meet our Institute's [leadership team](#).



Our institute's main certification course, [Emergency Quality Improvement Professional \(EQUIP\) Certification Course](#), is a 20-hour (3-day) intensive professional development course for emergency medicine clinicians. We also offer several emergency medicine [CME courses](#), that support our mission of clinical quality.

OUR MISSION

The mission of the Institute for Emergency Department Clinical Quality Improvement is to promote excellence in emergency department operations, clinical quality, and patient safety through a commitment to **quality improvement, clinical education, international collaboration,** and **research.** [How we meet our mission.](#)

Improved diagnosis.

"I have learned more about the diagnosis, and differential diagnosis of vertigo and dizziness. I now feel more confident in diagnosing and ordering investigations. Overall, the whole

Thought-provoking.

"I really appreciated the discussion of medico legal cases in such an open, honest and supportive environment. Medical diagnosis is challenging, and clinicians are not machines. To hear everyone's

Tools & insight.

"This course inspired me to introduce QA concepts to my ED. We are planning on implementing QA metrics, case assessment, and M&Ms in our department. This course gave me the insight and tools I need to

program will
improve my clinical
diagnosis of acute
neurological
conditions.”

— *Neuro
Emergencies
Attendee*

perspective, while
honoring how
challenging our
work is, made for
interesting and
thought-provoking
discussion

— *Neuro
Emergencies
Attendee*

move ahead.”

— *EQulP
Certification
Course Attendee*

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Mission

HOW WE MEET OUR MISSION

Quality Improvement: Defining and measuring the quality of delivered emergency medical care is essential for identifying areas for clinical and operational improvements and then testing those improvements to see if they work. Our faculty demonstrate commitment to ED quality improvement through participation in our department's robust quality assurance program, built to ensure excellent patient care through the proper identification of systems and clinical care issues. We are committed to sharing our practices, pathways, systems, and standards with colleagues in the interest of a mutual commitment to ED quality standards and patient safety.

Clinical Education: Through our [annual certification course](#) and our [Emergency CME courses](#), we work with emergency clinicians to provide them with the clinical knowledge and quality assurance practices they need in order to maintain cutting-edge clinical practice standards and patient-safe EDs.

International Collaboration: Through our research and project collaborations with international colleagues from various countries, we have access to diverse ideas, practices, and quality markers that enrich our own research, clinical practice, and coursework. We are committed to working with international colleagues to maximize ED clinical standards through quality improvement practices within the ED.

Research: Our Center, set within the context of [Beth Israel Deaconess Medical Center's Department of Emergency Medicine](#), and our [Emergency Medicine Residency Program](#), affiliated with [Harvard Medical School](#), publishes significant evidence-based research in the areas of clinical care and quality assurance that enhances our practice and enriches our courses. We are committed to collaborating with international partners on research in the area of ED quality practices. View [our research](#).

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