



2024 Hospital Observation Patient Management Summit

Innovations in Observation Patient Management – Prevent Unnecessary Admissions, Maximize Reimbursements and Leverage Evidence-Based Triage Protocols to Improve Short-Term Care Quality

March 21 – 22, 2024 • Loews Vanderbilt Hotel • Nashville, TN

About the Conference

Faced with increasing patient volumes, declining reimbursements and overworked ED staffs, hospitals must be prepared to leverage Observation Patient Management. Well-structured Observation Units have resulted in financial gains, improved clinical outcomes and superior patient satisfaction ratings.

The 2024 Hospital Observation Patient Management Summit will highlight the pertinent challenges facing Observation Unit staffs – ED physicians, Hospitalists, Case Managers and Billing and Coding professionals. Additionally, the conference will highlight how and why hospitals that are not utilizing Observation Patient Management, are leaving money on the table.

The 2024 Hospital Observation Patient Management Summit will enable you to walk away with an understanding of current trends and market practices, and innovative strategies to prepare yourself for the challenges that lie ahead. In addition to providing the latest, evidence-based intelligence on Observation Patient Management, the Summit will provide you with unprecedented networking and professional development opportunities. All sessions are designed to facilitate a high degree of interaction between speaker faculty members and fellow attendees.

Intended Audience

From Hospitals & Healthcare Centers:

Chief Executive Officers, Chief Medical Officers, Chief Nursing Officers, Chief Finance Officers, Chief Operating Officers

Also, Vice Presidents, Directors, Managers, and Senior Level Executives Responsible for:

- Observation Medicine
- Hospital Medicine
- Clinical Decision Making
- Emergency Nursing
- Utilization Management
- Reimbursement
- Compliance
- Medical Affairs
- Emergency Medicine
- Internal Medicine
- Billing & Coding
- Case Management
- Patient Access
- Denial Management
- Quality Management
- Discharge Planning

This conference will also benefit physician advisor firms, solution providers, healthcare consulting firms and healthcare information technology firms.

Agenda

Day One – Thursday, March 21, 2024

7:15 *Conference Registration & Morning Breakfast*

8:15 *Chairperson's Opening Remarks*

Rachel Burchett
Senior Project Manager
VBurchett Consulting

8:30 Observation Unit Management 101

Christopher Caspers, MD
Professor & Chair
Department of Emergency Medicine
NYU Langone Health – Long Island

9:15 A Proven and Effective Blueprint for Implementing a Short Stay/Observation Unit at Your Hospital

Sharon Mace, MD, FACEP, FAAP
Director, Observation Unit
Cleveland Clinic

10:00 *Networking Break & Refreshments*

10:30 Using Evidence-Based Clinical Decision Making and Observation to Reduce Unnecessary Admissions

Praveen Mital, MD, MBA, FACEP
Director, Observation
Director, ED Clinical Operations
North Shore University Hospital
Northwell Health

11:15 Where am I?: How First Impressions Determine Success in Observation Units

Bonnie Clement, DNP, MSN-Ed, RN, CMSRN, CNML
Nurse Manager, Extended Recovery & Short-Stay Unit
Fairview Southdale Hospital

12:00 *Luncheon for All Attendees & Speakers*

1:15 Leveraging the Observation Unit to Reduce Hospital Readmissions and Improve Patient Throughput

Patrice Callagy, RN, MPA, MSN, CEN
Vice President, Emergency Services
Stanford Health Care

2:00 The Value Add of Scripting within Observation Patient Management

Lisa Giocondi, MBA, RN, FACHE
Operations Manager, Critical Care & Emergency Medicine
Mayo Clinic

2:45 *Networking Break & Refreshments*

3:15 Panel Discussion: The Use of Effective Strategies to Develop, Implement and Sustain an Observation Unit

Carissa Tyo, MD
Assistant Professor, Internal & Emergency Medicine
Medical Director, Clinical Decision Unit
University of Illinois Hospital & Health Sciences System

Bonnie Clement, DNP, MSN-Ed, RN, CMSRN, CNML
Nurse Manager, Extended Recovery & Short-Stay Unit
Fairview Southdale Hospital

Lisa Giocondi, MBA, RN, FACHE
Operations Manager, Critical Care & Emergency Medicine
Mayo Clinic

4:15 Utilizing Effective Telemedicine Strategies within Hospital Observation Patient Management

Sandi Wagner, BSN, MBA, MHL
Director, Virtual Services
Saint Francis Health System

5:00 *End of Day One*

Day Two – Friday, March 22, 2024

7:15 *Morning Breakfast*

8:15 *Chairperson's Recap of Day One*

Rachel Burchett
Senior Project Manager
VBurchett Consulting

8:30 Multiprong Approach to Delivering Observation Services in a Tertiary Care Academic Hospital

Carissa Tyo, MD
Assistant Professor, Internal & Emergency Medicine
Medical Director, Clinical Decision Unit
University of Illinois Hospital & Health Sciences System

9:15 Utilizing Technology to Lower the Cost of Inpatient Observations and Increase Patient Engagement Activities to Achieve Value-Based Care Outcomes

Virginia Burchett, MPH
Chief Executive Officer
VBurchett Consulting

10:00 Networking Break & Refreshments

10:30 Establishing a Hospitalist-Led Observation Unit, A Case Study

Asaf Harris, MD, FACP
Medical Director, Observation Unit
Blodgett Hospital
Corewell Health

11:30 Conference Concludes