



2020 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

February 24 – 25, 2020 • Sheraton Grand Nashville Downtown • 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 2020 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 2020 Hospital Observation Patient Management Summit will allow 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 – Monday, February 24, 2020

7:15 *Conference Registration & Morning Breakfast*

8:15 *Chairperson's Opening Remarks*

Ryan Greiner, MD

Medical Director, Hospital Medicine

North Memorial Health

8:30 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

9:15 Patient Status – Is Standing up an Observation Unit the Right Move?

Justin Krawitt, MD

Medical Director, Utilization & Clinical Documentation

Dartmouth-Hitchcock Medical Center

10:00 *Networking Break & Refreshments*

10:30 Utilization Review 101: Understanding the Observation to Inpatient Continuum and the role of Utilization Review

Ryan Greiner, MD

Medical Director, Hospital Medicine

North Memorial Health

11:15 Post-Acute Transitional Care Planning for the Observation Patient

Ron Martinson, MD, MSM, CPE

Medical Director & Physician Advisor

Knox Community Hospital

12:00 *Luncheon for All Attendees & Speakers*

1:15 Redesigning the Practice: Implementing an Effective Hospital Based-Short Stay Unit

Kelly Buchholtz, MSN, MBA, RN

Nurse Administrator

Mayo Clinic Health System

2:00 Updates in Hospital Observation Patient Care Policy for 2020

Suparna Dutta, MD, MPH
Chief, Division of Hospital Medicine
Rush University Medical Center

3:00 *Networking Break & Refreshments*

3:30 Leveraging the Observation Unit to Improve Patient Throughput

Christie Thibeault, MSN, RN, NE-BC
Nurse Manager, Observation
Anne Arundel Medical Center

4:15 What Now – Achieving Peak Performance in Your Observation Unit

Stefanie Porges, MD
Assistant Professor, Emergency Medicine
Medical Director, Emergency Department Observation Unit
Penn Medicine

5:00 *End of Day One*

Day Two – Tuesday, February 25, 2020

7:15 *Morning Breakfast*

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

Ryan Greiner, MD
Medical Director, Hospital Medicine
North Memorial Health

8:30 Reducing Unnecessary Hospital Admissions through Observation and Evidence-Based Clinical Decision Making

Joseph Borawski, MD, MPH, FACEP
Medical Director, Clinical Evaluation Unit (CEU)
Assistant Professor, Division of Emergency Medicine
Duke University Medical Center

9:15 Achieving Peak Performance in Your Observation Service Line- An Organizational Wide Performance Improvement Initiative

Debra Blankenship, RN
Administrative Director, Utilization Management
Pomona Valley Hospital Medical Center

10:00 *Networking Break & Refreshments*

10:30 Effectively Caring for Psychiatric Patients in Observation Units

Christopher McStay, MD

Chief, Clinical Operations
Emergency Department
University of Colorado Hospital

11:15 Novel Approaches to the Provision of Observation Care

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

12:00 *Conference Concludes*

Workshop Session

Monday, February 24, 2020 · 5:15 p.m. – 7:15 p.m.

Effectively Utilizing the Observation Unit to Provide Care for Short Stay Patients

The focus will be on highlighting specific planned/implemented observation units and what variables should be examined before considering an observation unit.

About the Workshop Leader:

Aravind Gottemukkula is a *Senior Manager* at **ECG Management Consultants**. Aravind brings a unique background in civil engineering and business to provide creative, implementable, and affordable capital asset plans to his healthcare clients. He has been committed to developing innovative solutions to help hospitals deliver better patient care and achieve superior financial performance through a specific focus on strategic and facilities planning. His dedication to solving complex challenges for healthcare organizations and their senior leadership means they seek Aravind's advice long after projects are done—more than 90% of his work is with repeat clients.

Aravind has conducted more than 20 large master planning engagements in the last six years, with several of these plans being implemented. He helped complete a strategic master facilities plan for Advocate Health Care's Christ Medical Center that directly resulted in the opening of its new 326,000-square-foot inpatient tower and a new ambulatory pavilion on the main campus. He also managed and executed the master planning project for Intermountain Healthcare's Southwest Region, which led to the consolidation and transfer of key clinical services on the old campus to the new campus at Dixie Regional Medical Center.