



2021 Hospital Observation Patient Management Conference

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

September 13 – 14, 2021 • The Ritz Carlton, South Beach • Miami, FL

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 2021 Hospital Observation Patient Management Conference 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 2021 Hospital Observation Patient Management Conference 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, September 13, 2021

7:15 *Conference Registration & Morning Breakfast*

8:00 *Chairperson's Opening Remarks*

8:15 Nuts and Bolts of Observation Services: Making the Business Case for Creating an Observation Unit

Sharon Mace, MD, FACEP, FAAP

Director, Observation Unit

Cleveland Clinic

9:00 A Proven and Effective Blueprint for Implementing a Short Stay/Observation Unit at Your Hospital

9:45 *Networking Break & Refreshments*

10:15 Utilization Review 101: A Key Piece of Successful Observation Units

Ryan Greiner, MD

Medical Director, Hospital Medicine

North Memorial Health

11:00 Achieving Success in Clinical Decision Making and Management of the Observation Unit

11:45 Evaluating Patients for Observation vs. Inpatient to Optimize Care & Cost Management

Carissa Tyo, MD

Assistant Professor, Internal & Emergency Medicine

Medical Director, Clinical Decision Unit

University of Illinois Hospital & Health Sciences System

12:30 *Luncheon for All Attendees & Speakers*

1:45 Optimizing Observation Patient Management: Enhancing Patient Care with a Multi-Dimensional Approach

Kasey Schnebly, DNP

Director, Performance Improvement

Adfinitas Health

2:30 Integrating Hospitalists as Part of a Successful Observation Care Program

3:15 *Networking Break & Refreshments*

3:45 The Use of Lean Principles to Develop, Implement and Sustain an Observation Unit

4:30 What Now – Achieving Peak Performance in Your Observation Unit

Christopher Caspers, MD

Vice Chair, Clinical Operations

Department of Emergency Medicine

NYU Langone Health

5:15 *End of Day One*

Day Two – Tuesday, September 14, 2021

7:15 *Morning Breakfast*

8:00 *Chairperson's Recap of Day One*

8:15 Reducing Unnecessary Hospital Admissions through Observation and Evidence-Based Clinical Decision Making

9:00 Examining the Pitfalls and Challenges of a Growing Observation Unit

Kristine Favila, DO

Medical Director, Rapid Evaluation & Treatment Unit

Mount Sinai Beth Israel

9:45 *Networking Break & Refreshments*

10:15 Applying Care Protocols within an Observation Unit to Optimize Patient Outcomes, Improve Throughput and Ensure Financial Success

11:00 Leveraging the Observation Unit to Improve Patient Throughput

11:45 Measuring and Reporting the Clinical and Financial Outcomes of Your Observation Unit

12:30 *Conference Concludes*

Workshop Session

Monday, September 13, 2021 · 5:30 p.m. – 7:30 p.m.

Improving Clinical and Financial Outcomes for Observation Patient Management