



# 2019 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 21 – 22, 2019 • InterContinental at Doral Miami • 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 2019 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 2019 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 – Thursday, February 21, 2019*

7:15 *Conference Registration & Morning Breakfast*

8:00 *Chairperson's Opening Remarks*

**8:15 Nuts and Bolts of Observation Services: Making the 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**

**Mitch Babb, MBA, MHA, RN**

*Vice President, Operations*

*Duke Regional Hospital*

**Duke University Health System**

9:45 *Networking Break & Refreshments*

**10:15 Aligning Performance Benchmarks to Improve Clinical Outcomes and Observation Unit Efficiency**

**David Paje, MD, MPH**

*Director, Medical Short Stay*

**University of Michigan Health System**

**11:00 Achieving Success in Observation Unit Development and Management**

**Jarred Thomas MD, FACEP, FAAEM**

*Director, Emergency Services*

*Director, Observation Medicine*

**University of Alabama at Birmingham Health System**

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

12:30 *Luncheon for All Attendees & Speakers*

**1:45 Evolution of an Observation Unit Over the Past 2.5 Years: Implementing Key Initiatives, and Examining the What Has Worked and What Hasn't**

**Frank Skurpski, MD**

*Medical Director, Observation Services*

**Rochester Regional Health System**

**2:30 Redesigning the Practice: Implementing an Effective Hospital Based-Short Stay Unit**

**Kelly Buchholtz, MSN, RN**  
*Director, Neurosciences*  
**Mayo Clinic Health System**

3:15 *Networking Break & Refreshments*

**3:45 Achieving Operational Efficiency in Observation Medicine – Guide to Observation Care and Expansion**

**Christina Hartwell, MSN, CRNP**  
*Lead Nurse Practitioner, Observation Unit*  
**Jefferson University Hospitals**

**4:30 Strategies in Observation Unit Management, Documentation, and Clinical Decision Support**

**Stephanie Figueroa, MPAS, DFAAPA, PA-C**  
*Director, Observation Services*  
*Department of Emergency Medicine*  
**Johns Hopkins Health System**

5:15 *End of Day One*

**Day Two – Friday, February 22, 2019**

7:15 *Morning Breakfast*

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

**8:15 Applying Care Protocols within an Observation Unit to Optimize Patient Outcomes, Improve Throughput and Ensure Financial Success**

**Bret Nicks, MD, MHA, FACEP**  
*Chief Medical Officer*  
**WFBH Davie Medical Center**  
*Professor, Emergency Medicine*  
**Wake Forest Baptist Health**

**9:00 Leveraging the Observation Unit to Improve Patient Throughput without Compromising Patient Outcomes**

**Kristine Favila, DO**  
*Medical Director, Rapid Evaluation & Treatment Unit*  
**Mount Sinai Beth Israel**

9:45 *Networking Break & Refreshments*

**10:15 Reducing Unnecessary Hospital Admissions through Observation and Evidence-Based Clinical Decision Making**

**11:00 How the Observation Unit Impacts the Emergency Department Flow**

**Eleonora Hoxha RN, BSN**

*Director, Emergency Department (Atlanta)*

**Piedmont Healthcare**

**Heather Soulia, RN, BSN, PCCN**

*Clinical Manager (Atlanta)*

**Piedmont Healthcare**

**11:45 How to Setup and Manage a Unit for Psychiatric Observation: Making Money from Psychiatric Boarders**

**Leslie Zun, MD, MBA**

*Professor & Chair, Department of Emergency Medicine*

**Chicago Medical School**

*Chair, Department of Emergency Medicine*

**Sinai Health System**

12:30 *Conference Concludes*

**Workshop Session**

Thursday, February 21, 2019 · 5:30 p.m. – 7:30 p.m.

**Effectively Implementing Observation Services: Standardization of Observation Management**

The workshop session will focus on the "Who, What, When, Where and Why's of Observation Population Management." The interactive session will explore leading practices to redesigning Observation services using a programmatic approach. The discussion of the interplay among other service lines within the hospital system and the services improve clinical and financial outcomes. Develop communication between UM, CDI and Providers to promote improvement in observation throughput. The areas of discussion will include:

- Defining the Observation Services as a Program
- Early identification and documentation for the Observation population
- Technology and analytics to support effective decision-making for clinical and financial outcomes

**About the Workshop Leaders:**

**Cynthia Spradlin, RN** is a *Specialist Leader* at **Deloitte Consulting** within the Life Sciences and Healthcare practice. She is a registered nurse and focuses exclusively on providing clients professional consulting services for care utilization and management redesign. She works with clients to reimagine how to effectively and efficiently redefine workflow processes and functions that include clinical information system optimization to address population health management across the continuum. As an accomplished healthcare professional with twenty-plus years of experience, she has proven abilities in design and implementation of solutions and strategies that

meet clinical, financial and regulatory compliance objectives. Her client experiences range from critical access facilities to large complex academic medical center programs.

**Danna Campbell, BSN, MBA, CPA** is a *Specialist Leader* at **Deloitte Consulting** within the Life Sciences and Healthcare practice. She leads assessments and implementations of value-based care solutions for hospitals and health care systems in the areas of: Clinical Documentation Improvement (CDI), risk adjustment solutions, clinical delivery models in VBC, physician alignment/compensation/clinical integration, incentive and performance metrics, patient access and leakage control, financial analyses of cost of care. In addition, Danna has worked extensively with academic medical centers and have expertise working with graduate medical education (GME) - development of GME programs, future workforce strategies, analysis of residency and fellowship programs.