

## **EDBA Co-Sponsors AHRQ supported “Summit Exploring New Intake Models for the Emergency Department” February 25-26, 2010.**

On February 25-26, 2010 the “Summit Exploring New Intake Models for the Emergency Department” was held sponsored by the [EDBA](#) and [Intermountain Institute for Healthcare Delivery Research](#). This landmark summit, funded by a small conference grant from [AHRQ](#), brought together ED leaders, policy makers and innovators to look at intake into the Emergency Department. The summit was by invitation only and attendees are listed at the end of this news brief. The summit attendees were honored and excited to have highly placed officials from the U.S. Department of Health and Human Services attend the event as well.

During the spring and summer an outreach program was conducted through various Emergency Medicine and Quality Improvement organizations. Through a series of conference calls, ED experts and leaders working in workgroups crafted a comprehensive whitepaper dealing specifically with intake processes. The steering committee for the grant sought out unique and innovative solutions for greeting the growing numbers of patients arriving to Emergency Departments. An international search for these solutions produced more than 30 novel concepts, and the best of these Innovators were showcased through poster presentations and brief PowerPoint vignettes at the summit.

This document and a video of the conference in its entirety will be presented to AHRQ in the early spring. The Workgroup content areas, which will be formalized in a white paper, are listed below:

### **Workgroup 1: Identifying the Constraints to Intake**

### **Workgroup 2: Solutions to Common Intake Problems**

### **Workgroup 3: Measurements and Definitions**

The AHRQ grant has initiated the process of identifying best practices in a critical arena of the American health system. A conference using a “bottom up” strategy, with frontline workers developing innovative processes, is novel in and by itself. Bringing industry leaders and policymakers together to form a consensus document of this sort is a rare and noteworthy event. It is also unique to develop a research agenda and promote operational strategies for a broad range of stakeholders in the healthcare industry. Attendees were impressed by the innovator presentations, enthusiastic in the discussions that took place, and optimistic that practice strategies identified through the process would be applied through the country. The EDBA and Intermountain have plans to make this one of a series of “Salt Lake Summits”, using the successful model to improve multiple aspects of emergency health care.

### **Attendees:**

James Adams MD, Chair Emergency Medicine, Northwestern University

Sherri-Lynne Almeida RN, DrPH, Chief Nursing Officer, Care Fusion

Brent Asplin MD, Chair, Emergency Medicine, Mayo Clinic

James Augustine MD, Director Clinical Operations, Emergency Medicine Physicians (EMP Ohio)

Erik Barton MD, AVP Health System Quality, University of Utah

Kevin Baumlin MD, Vice-Chair for Operations and IT, Mt Sinai Medical Center

Theodore Chan MD, Medical Director, Emergency Department, UCSD-Hillcrest Medical Center

Dickson Cheung MD, MBA, MPH, HCA Healthcare, Denver

Joseph (Jody) Crane MD, MBA, Mary Washington Hospital and Institute for Healthcare Improvement

Steven J. Davidson MD, MBA, Chair, Emergency Medicine, Maimonides Medical Center

Angela Franklin Esq., Director of Quality and Health IT, ACEP

Nancy Foster PhD, VP for Quality and Patient Safety Policy, American Hospital Association

David Garvey PhD, MD, The T System

Azita Hamadani MD, MPH, Chief (Interim), Division of Emergency Medicine, University of Wisconsin

Michael Handrigan MD, Director, Emergency Care Coordination Center, HHS

Bruce Janiak MD, Vice Chair Emergency Medicine, Medical College of Georgia

Brent James MD, MStat, Director, Intermountain Institute for Health Care Delivery Research

Ian Jones MD, Director Adult ED, Vanderbilt University

Nick Jouriles MD, Acting Chair, EM Akron General Medical Center & Professor and Chair, NEOUCOM

John Lyman MD, Premier Health Care Services

Mark McClellan MN, RN, GWU-The Center for Health Care Quality

Jeanne McGrayne RN, Independent Consultant; formerly Director, Premier Consulting Solutions

Michael Phelan MD, Quality Review Officer, Cleveland Clinic

Sally Phillips RN, PhD, AHRQ

Randy Pilgrim MD, President and CMO, The Schumacher Group & Chair, EDPMA

Michael Rapp MD, FACEP, Centers for Medicare and Medicaid Services

Charles Reese MD, Chair, Emergency Medicine, Christiana Care and President, EDBA

Deb Richey RN, MPA, ED Director, Parkview Health

Jedd Roe MD, MBA, Chair, Emergency Medicine, William Beaumont Medical Center

Andrew Roszak JD, MPA, EMT-P, Senior Policy Consultant, HHS

Lucy Savitz PhD, Senior Scientist, Intermountain Institute for Health Care Delivery Research

Jeremy (Jay) Schuur MD, MHS, Dir., Pt. Safety & Quality Mgmt, EM, Brigham and Women's Hospital

Tim Seay MD, CEO, Greater Houston Emergency Physicians

Eric Smart MD, President, Utah Emergency Physicians

Suzanne Stone-Griffith RN, Assistant VP, Clinical Performance Group, HCA

Todd Taylor MD, FACEP, Physician Executive, Microsoft Corp.

Pam Turner RN, MBA, The Abaris Group, Urgent Matters Project

Ellen Weber MD, Department of Emergency Medicine, UCSF and Fellow, UK ED Innovation Project

Shari Welch MD, Fellow, Intermountain Institute for Health Care Delivery Research

Jennifer Wiler MD, MBA, Washington University School of Medicine