



Southern Atlantic Healthcare Alliance

Friday Night at the *ER*[®]

Tuesday, February 1, 2011

**WakeMed Cary
Conference Room B&C**

Speakers

Kenneth Murray, PE, Dir of Organizational Process improvement; David Zotter, CSSBB

Description

A powerful and engaging board based experience, it simulates the factors involved in creating a smooth flow of patients through the Emergency Room, **Operating Room, Critical Care, and Step Down units**. Friday Night at the ER helps people **learn to collaborate, to innovate and to drive decisions with data across functional boundaries**.

Target Audience: Medical and Department Directors, Charge Nurses, Patient Flow and Performance Improvement Personnel, and Administration

Agenda: 9:30 Registration ~ 10:00 Presentation ~ 12:00 Lunch ~ 12:30-2:00 Presentation
Lunch will be Provided

Learning Objectives

- Discuss Patient Flow from staff and patient perspectives
- Recognize Process Flow and Constraints
- Apply Systems Theory
- Identify Collaboration techniques at the inter- and intra-department level
- Brainstorm system level solutions
- Relate patient flow to Cost, Quality

Registration Fees: \$45 per person, including lunch and CEU certificate

Wake Area Health Education Center (AHEC) will provide **.4 Continuing Education Units, 3.5 contact hours**, to participants upon completion of this activity. Must attend 100% of activity; no partial credit will be awarded.

Wake AHEC

Educating present and future healthcare providers

Part of the North Carolina AHEC Program

SEATING IS LIMITED. Register online at www.sahalliance.org.

Send checks by 1/17/11 payable to SAHA at: Southern Atlantic Healthcare Alliance, Attn: SAHA College, 125 Edinburgh South Drive, Suite 220, Cary NC 27511 If unable to attend, please notify Jessica Landin at jlandin@sahalliance.org or 919-350-1793. Cancellations after Thursday, January 27 will not be refunded. As always, substitutions are welcome!