

Improving Emergency Department Flow for People with Behavioral Health Problems

Wednesday, December 12, 2018
Bally's Resort & Casino, Las Vegas, NV

Tentative Program as of 9-10-18

8:30 Opening, Faculty Introductions and Schedule for the day

8:45 Hearing from the participants - getting acquainted with each other:

Where are you from?

What is your role in your department or facility?

Briefly: What brought you to the seminar and what are the issues you are facing?

9:15 The current ED environment, its impact on behavioral health consumers and what the standards for Joint Commission accreditation mean for hospitals behavioral health and emergency care.

NAMI Video

Stuart Buttlair, Peter Brown

9:45 Examples of Streamlining ED Operations Techniques for understanding the flow problems and reducing boarding in EDs and ways to develop changes in the operation.

Stuart Buttlair, Megan Schabbing, Karen Lommel, Larry Phillips

10:15 Break

10:30 Examples of Streamlining ED Operations Continued

11:30 Framework for improvement efforts and making change in Emergency Department operations, staff culture and training

Peter Brown, Larry Phillips

12:15 Lunch

1:00 Legal issues in emergency department operations related to behavioral health

patients and ways to address them
Susan Stefan

2:00 Important topics in ED management: suicide; managing agitation; decisions about medication,
Megan Schabbing, Stuart Buttlair

3:00 Break

3:15 Break out groups - faculty facilitated - Planning to improve your facility and program. Participants use what they have learned to develop their own plan for improvement with faculty support including improving engagement with community.

3:45 New developments in ED operations including
Developing trends, Use of Telemedicine, crisis centers, non-ED centers (living room, Rose House) mobile crisis teams, Peer Counselors, Call Center follow up efforts.
Peter Brown, Faculty

4:15 Discussion of Participants plans for their own Emergency Department

4:45 Summary and evaluation

5:00 Adjourn



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