

## THANK YOU

We would like to thank the Center of Emergency Preparedness and Response (CEPAR) of the Department of Health Abu Dhabi (DOH) who, in collaboration with the Emirates Society of Emergency Medicine, sponsored this pre-course, providing opportunity to regional physicians to discuss ED quality and operations best practices.

The DOH, in association with Harvard Medical Faculty Physicians, is developing an Emergency Department (ED) and Urgent Care (UC) standardization initiative. The goal is to standardize care in regional EDs / UCs, including standards for: ED quality metrics, ED staffing, ED staff qualifications/training levels, ED policies and procedures.

The DOH's vision is to create a standardized ED system that provides top quality emergency care and integrates seamlessly into the disaster response system. We would like to recognize Dr. Saleh Fares Al Ali for his vision and leadership, and Dr. Yasser Sharif and his team for making this course and the entire initiative possible.

HARVARD MEDICAL  
FACULTY PHYSICIANS  
AT BETH ISRAEL DEACONESS  
MEDICAL CENTER



THE INSTITUTE FOR EMERGENCY DEPARTMENT  
CLINICAL QUALITY IMPROVEMENT

HARVARD MEDICAL  
FACULTY PHYSICIANS  
AT BETH ISRAEL DEACONESS  
MEDICAL CENTER

Affiliated with



# ED Quality Improvement

PROFESSIONAL CERTIFICATION COURSE

**December 6-8, 2022**

Conrad Abu Dhabi Etihad Towers  
United Arab Emirates

Official Pre-Course for  
Emirates Society of Emergency  
MedicineConference 2022



[EDQualityInstitute.org](https://EDQualityInstitute.org)

## ABOUT THIS COURSE

The Emergency Department Quality Improvement Professional (EQUIP) Certification Course is a 3-day intensive professional development course, with optional certification exam, for emergency medicine clinicians delivered by the Department of Emergency Medicine at Harvard Medical Faculty Physicians at Beth Israel Deaconess Medical Center (BIDMC). Our December 2022 course is in collaboration with the Abu Dhabi Department of Health and the Emirates Society of Emergency Medicine conference.

## COURSE OBJECTIVES

Our aim is to provide valuable and specific clinical and quality assurance knowledge and skills to practicing emergency physicians and leaders. Additionally, this course will impart participants with a shared understanding of the necessity for practicing emergency clinicians to adhere to agreed-upon standards in clinical quality and encourage hospital-wide acceptance of the importance of tracking quality metrics within the ED and throughout the hospital.



2019 EQUIP attendees participate in workshops

## CERTIFICATES & CME CREDIT

Participants are eligible for the following:

- **Certificate of Program Completion** from The Institute for Emergency Department Clinical Quality Improvement, The Department of Emergency Medicine at Harvard Medical Faculty Physicians at BIDMC, a Harvard Medical School teaching hospital, in collaboration with Abu Dhabi Department of Health and the Emirates Society of Emergency Medicine.
- **CME:** The EQUIP course is accredited with 15 CPD points by MOHAP (Ministry of Health and Prevention – UAE).

The Emergency Department Quality Improvement Professional Certification Course, Abu Dhabi, United Arab Emirates, 06/12/2022-08/12/2022 has been accredited by the European Accreditation Council for Continuing Medical Education (EACCME®) with 14 European CME credits (ECMEC®s). Each medical specialist should claim only those hours of credit that he/she actually spent in the educational activity. Through an agreement between the Union Européenne des Médecins Spécialistes and the American Medical Association, physicians may convert EACCME® credits to an equivalent number of AMA PRA Category 1 Credits™. Information on the process to convert EACCME® credit to AMA credit can be found at [www.ama-assn.org/education/earn-credit-participation-international-activities](http://www.ama-assn.org/education/earn-credit-participation-international-activities).

- Participants who choose to sit for, and who pass, the final certification exam will receive an **Emergency Quality Improvement Professional (EQUIP) Certification**, issued by the institute. Learn more about certification at [edqualityinstitute.org/equip-certification](http://edqualityinstitute.org/equip-certification).





## COURSE FACULTY

### Richard Wolfe, MD

*Chief of Emergency Medicine, BIDMC  
Associate Professor of Emergency Medicine,  
Harvard Medical School*

Dr. Wolfe has been the Chief of Emergency Medicine at BIDMC, a level one trauma center, since 1999. He trained in emergency medicine at Denver General Hospital, where he subsequently became Associate Residency Director and Residency Director for Emergency Medicine. In 1994, he became the Residency Director for the Harvard Affiliated Emergency Medicine Residency for Brigham and Women's Hospital / Massachusetts General Hospital. Dr. Wolfe teaches internationally and nationally in ED operational topics such as designing integrated emergency departments, ED quality, ED workflow management, ED leadership, trauma patient management, geriatric emergencies, and the relationship between emergency medicine specialty training with ED quality of care and operational efficiency.

### Jonathan Edlow, MD

*Professor of Medicine and Emergency Medicine,  
Harvard Medical School*

Dr. Edlow is a Professor of Medicine and Emergency Medicine at Harvard Medical School and an internationally renowned expert on the diagnosis of patients with acute neurological emergencies. He lectures and publishes regularly on topics such as stroke, TIA, subarachnoid hemorrhage, and dizziness, among others. In 2021, he was asked to chair the Society for Academic Emergency Medicine GRACE-3 committee to create

an evidence-based guideline on the management of patients with acute dizziness, which will be the first of its kind. Dr. Edlow was graduated from the University of Maryland School of Medicine in 1978 after which he completed a three-year internship and residency in Internal Medicine at the old Boston City Hospital. Since 1981, he has practiced full-time emergency medicine. He was vice chairman of the department of emergency medicine at Boston's BIDMC until 2020, and he remains active educationally, academically, and administratively.

With respect to diagnosis of neurological emergencies, his goals are to help physicians avoid misdiagnosis and improve patient outcomes in these patients. In addition to having his work appear in all of the major emergency medicine journals, the NEJM, Lancet, JAMA, Stroke and Lancet Neurology have all published his work. He has won multiple teaching awards, including a 2010 national teaching award from the American College of Emergency Physicians. In 2011, he conceived and remains co-course director of a Harvard Medical School CME course on neurological emergencies. He is also a recognized expert in Lyme and other tick-borne diseases. He has published over 230 articles, book chapters and editorials. For the past 15 years, Dr. Edlow has contributed to the international development of emergency medicine in a variety of countries, participating in educational, quality assessment, and emergency care systems projects.

### Shamai Grossman, MD, MS

*Vice-Chair, Healthcare Quality,  
Department of Emergency Medicine, BIDMC  
Associate Professor of Emergency Medicine,  
Harvard Medical School*

As an emergency physician and cardiologist Dr. Grossman's research centers around developing evidence-based data to avoid critical cardiac misdiagnoses in emergency department patients and novel approaches to avert error. His administrative responsibility as vice-chair of healthcare quality reflects this evidence-based approach. Dr. Grossman draws on his dual training to improve healthcare delivery through research, patient education, and implementation of new models of emergency medical care. He spearheaded the development of the clinical decision unit and the cardiac emergency center at Beth Israel Deaconess Medical Center. He is the author of three emergency medicine textbooks including Cardiac Problems on Emergency Medicine and serves as the cardiac emergency editor for Scientific American. Dr. Grossman completed a residency in emergency medicine at MGH/Brigham & Women's, Harvard Medical School as well as a residency in internal medicine at the Albert Einstein College of Medicine, and a cardiology fellowship at Boston University Medical Center.

### Barbara Masser, MD

*Director, Ambulatory Emergency Medicine, BIDMC  
Assistant Professor, Emergency Medicine,  
Harvard Medical School*

*Director, The Institute for ED Clinical Quality Improvement*

Dr. Barbara Masser was Chair of the Department of Emergency Medicine at Beth Israel Deaconess Needham (BIDN) from 2012-2017, and was recently appointed Director of Ambulatory Emergency Medicine for BIDMC. In this role, she oversees and directs the expansion of the BID urgent care network and has recently opened 4 urgent care centers, with 2 additional centers in progress. Prior to this, Dr. Masser served as Associate Chair at BIDN for 3 years and has been an attending emergency physician at BIDMC since 2003. Dr. Masser's areas of expertise include ED quality assurance program implementation, urgent care systems implantation, and ED team training. She currently serves as Director of the Institute for ED Clinical Quality Improvement.

### Jonathan Burstein, MD

*Associate Director, ED Quality, BIDMC  
Assistant Professor, Emergency Medicine, Harvard Medical School  
State EMS Medical Director, Commonwealth of Massachusetts*

Dr. Jonathan Burstein is an attending physician at BIDMC, where he serves on faculty for both the Harvard Medical School/BIDMC Emergency Medicine Residency Program and the BIDMC EMS Fellowship. An expert in emergency

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medical services quality and systems building and disaster medicine and planning, Dr. Burstein also serves as the State EMS Medical Director for the Commonwealth of Massachusetts, where he oversees quality assurance and clinical care standards and protocols.

## David Chiu, MD, MPH

*Vice President of Network Operations, Harvard Medical Faculty Physicians*  
*Director of Operations / Senior Medical Director, Emergency Medicine, BIDMC*  
*Instructor in Emergency Medicine, Harvard Medical School*

David Chiu, MD, MPH is the Director of Operations and Senior Medical Director, Department of Emergency Medicine, BIDMC, where he is part of a collaborative team that facilitates the operations of the emergency department including optimization of flow through the department. He is also a developer for the division of emergency medical informatics. Dr. Chiu serves as Vice President of Network Operations for the BIDMC physician group, Harvard Medical Faculty Physicians. He completed his residency and chief residency year at the Harvard Affiliated Emergency Medicine Residency at BIDMC, followed by a 2-year fellowship in emergency medicine informatics. Dr. Chiu obtained a Master of Public Health in Clinical Effectiveness at the Harvard School of Public Health as part of his fellowship. His interests lie in operational informatics, educational informatics, ED operations, and medical education.

## Bryan Stenson, MD

*Associate Director of Operations, BIDMC and BID-Needham*  
*Attending Physician, Department of Emergency Medicine, BIDMC*  
*Clinical Instructor, Emergency Medicine, Harvard Medical School*

Bryan Stenson, MD is an attending physician in emergency medicine. He serves as Associate Director of Operations at BIDMC and at Beth Israel Deaconess – Needham. He completed his residency and chief residency at Beth Israel Deaconess Medical Center, followed by a 1-year fellowship in Clinical Operations. His areas of expertise include emergency department throughput, radiology flow, and staffing models. He completed his undergraduate studies at Northwestern University and received his medical degree from the University of Connecticut School of Medicine.

# EQUIP SUPPORTING FACULTY

## Bahaa Jameel Magadmi, MBBS

*Emergency Medicine Consultant, King Abdullah Medical City, Makkah, Saudi Arabia*  
*Past Emergency Medicine Quality & Operations Fellow, BIDMC /Harvard Medical School*  
*Past Chair, ED Healthcare Quality, KAMC*

## Mohammed Alghamdi, MD

*Emergency Medicine Consultant, Johns Hopkins Aramco Healthcare*  
*Past Emergency Medicine Quality & Operations Fellow, BIDMC /Harvard Medical School*

# EQUIP COURSE PROGRAM

Please note that Day 3 (December 8) of the EQUIP course coincides with Day 1 of the ESEM conference. EQUIP participants will be able to attend plenary conference sessions, and will automatically be assigned an “EQUIP” track for day 1 of the ESEM main conference.

DAY 1	December 6	DAY 3	December 8
8:30–8:45	Welcome and Introduction	7:30–8:30	Conference Day 1: Registration
8:45–9:45	Keynote Lecture: Why Quality Assurance is Essential to Every Emergency Department	8:30–10:00	Principles of ED Quality Metrics
9:45–10:30	Case Assessment: A Structured Approach	10:00–10:30	Break
10:30–11:00	Break	10:30–11:00	Conference Day 1: Opening Ceremony
11:00–12:30	Workshop: Case Assessment	11:00–11:45	QA Metric Development Workshop
12:30–13:30	Lunch	11:45–12:30	Participant QA Implementation Challenges: Proposed Solutions with ED QA Expert Panel
13:30–14:30	Root Cause Analysis: Concept Review	12:30–13:30	Lunch
14:30–15:00	Workshop: Root Cause Analysis	13:30–15:00	Conference Day 1: Plenary Session
15:00–15:30	Break	15:00–15:30	Conference Day 1: Powered Activity
15:30–17:00	Workshop: Root Cause Analysis (continued)	15:30–16:00	Break
DAY 2	December 7	16:00–19:00	Exam Review. EQUIP Certification Exam. Grading & Distribution of Certificates.
8:30–9:30	Clinical Pathways: Concept Review		
9:30–10:30	Workshop: Clinical Pathways		
10:30–11:00	Break		
11:00–12:30	Clinical Pathways Workshop (continued)		
12:30–13:30	Lunch		
13:30–14:30	Discussion: Barriers to Pathway Implementation		
14:30–15:30	Workshop: From Idea to the Frontline– QA System Implementation and Change Management		
15:30–16:00	Break		
16:00–17:00	Change Management Workshop (continued)		

