



2024 Hospital Observation Patient Management Conference

Innovations in Observation Patient Management – Prevent Unnecessary Admissions, Maximize Reimbursements and Leverage Evidence-Based Triage Protocols to Improve Short-Term Care Quality

September 23 – 24, 2024 • The Roosevelt, A Waldorf Astoria Hotel • New Orleans, LA

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 2024 Hospital Observation Patient Management Conference 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 2024 Hospital Observation Patient Management Conference will enable 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:

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| • Observation Medicine | • Emergency Medicine |
| • Hospital Medicine | • Internal Medicine |
| • Clinical Decision Making | • Billing & Coding |
| • Emergency Nursing | • Case Management |
| • Utilization Management | • Patient Access |
| • Reimbursement | • Denial Management |
| • Compliance | • Quality Management |
| • Medical Affairs | • Discharge Planning |

This conference will also benefit physician advisor firms, solution providers, healthcare consulting firms and healthcare information technology firms.

Preliminary Agenda

(Topics Subject to Change Based on Final Speaker Presentations)

Day One – Monday, September 23, 2024

- 7:15 *Conference Registration & Morning Breakfast*
- 8:00 *Chairperson's Opening Remarks*
- 8:15 **A Proven and Effective Blueprint for Implementing a Short Stay/Observation Unit at Your Hospital**
- 9:00 **Nuts and Bolts of Observation Services: Making the Business Case for Creating an Observation Unit**
- 9:45 *Networking Break & Refreshments*
- 10:15 **Reducing Unnecessary Hospital Admissions through Observation and Evidence-Based Clinical Decision Making**
- 11:00 **Achieving Success in Clinical Decision Making and Management of the Observation Unit**
- 11:45 **Evaluating Patients for Observation vs. Inpatient to Optimize Care & Cost Management**
- 12:30 *Luncheon for All Attendees & Speakers*
- 1:45 **The Value Add of Scripting within Observation Patient Management**
- 2:30 **Integrating Hospitalists as Part of a Successful Observation Care Program**
- 3:15 *Networking Break & Refreshments*
- 3:45 **The Use of Lean Principles to Develop, Implement and Sustain an Observation Unit**
- 4:30 **What Now – Achieving Peak Performance in Your Observation Unit**
- 5:15 *End of Day One*

Day Two – Tuesday, September 24, 2024

- 7:15 *Morning Breakfast*
- 8:00 *Chairperson's Recap of Day One*
- 8:15 **Leveraging the Observation Unit to Reduce Hospital Readmissions and Improve Patient Throughput**
- 9:00 **Optimizing your Observation Unit: Is Your Unit Generating the Outcomes You are Actually Looking to Achieve?**

9:45 *Networking Break & Refreshments*

10:15 Applying Care Protocols within an Observation Unit to Optimize Patient Outcomes, Improve Throughput and Ensure Financial Success

11:00 Aligning Performance Benchmarks to Improve Clinical Outcomes and Observation Unit Efficiency

11:45 Measuring and Reporting the Clinical and Financial Outcomes of Your Observation Unit

12:30 *Conference Concludes*

Workshop Session

Monday, September 23, 2024 · 5:30 p.m. – 7:30 p.m.

Improving Clinical and Financial Outcomes for Observation Patient Management