

PRACTICAL SOLUTIONS FOR THE GI PRACTICE

# Putting the Pieces Together



## Improving Quality and Safety in Your Endoscopy Unit

FRIDAY, MAY 4, 2018

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## GI Practice Management Essentials

SATURDAY, MAY 5, 2018

Hilton Philadelphia At Penn's Landing  
Philadelphia, PA

Early Registration  
Discounts End  
APRIL 5, 2018

Learn more:  
[asge.org/practice](http://asge.org/practice)

# Improving Quality and Safety in Your Endoscopy Unit

## COURSE DESCRIPTION

This highly popular course was developed by ASGE to educate physicians and non-physician staff of endoscopy units on how to translate quality and safety concepts into everyday practice. Through a mixture of didactic lecture and interactive sessions taught by leading experts in the field, participants of the course will advance their knowledge of endoscopy unit quality and safety, as well as discuss emerging trends and evidence. They will also be prepared to apply for the ASGE Endoscopy Unit Recognition Program or be able to renew their current participation.

## LEARNING OBJECTIVES

Upon completion of this educational activity, participants will be able to:

- Identify ways to define and measure quality in endoscopy
- Describe techniques to make endoscopy more efficient while maintaining safety
- Describe methods to improve patient satisfaction in endoscopy, including improved doctor-patient communication
- Recognize the potential sources of infection from contact with various body fluids, their transmissibility during gastrointestinal endoscopy, and their susceptibility to potential disinfectants
- Specify measures for improving unit quality, including training and credentialing for new procedures, quality assurance programs, sedation and monitoring, and unit accreditation and re-accreditation

## WHO SHOULD ATTEND

Practicing gastrointestinal endoscopists and surgeons, medical directors, nurse managers, unit managers and allied professionals interested in advancing their knowledge in endoscopy unit quality and safety. Units interested in applying for the ASGE Endoscopy Unit Recognition Program or renewing their ASGE Endoscopy Unit Recognition Certificate are encouraged to send both a physician and a non-physician manager to the course. Program eligibility criteria require completion of this course by at least one unit representative within one year of the program application for new units and prior to expiration for renewing units. This course also qualifies for the ASGE Excellence in GI Practice Operations Recognition Program.



## COURSE DIRECTORS

**Lukejohn Day, MD, FASGE**  
University of California, San Francisco  
San Francisco, CA



**V. Raman Muthusamy, MD, FASGE**  
UCLA Medical Center  
Los Angeles, CA



# AGENDA

FRIDAY, MAY 4, 2018

6:30 – 7:30 AM

## REGISTRATION, CONTINENTAL BREAKFAST & EXHIBITS

7:30 – 7:40 AM

Course Directors' Welcome & Introductions

7:40 – 8:10 AM

What Constitutes a High-Quality Endoscopy Unit?

8:10 – 8:40 AM

Endoscopy and Sedation: Adhering to Quality and Patient Safety

8:40 – 9:10 AM

How to be Prepared and Successful for Endoscopy Unit Survey Accreditation

9:10 – 9:40 AM

**Round Table Discussion I: Challenges to Establishing and Maintaining a High-Quality Endoscopy Unit**

9:40 – 10:00 AM

## BREAK & EXHIBITS

10:00 – 11:00 AM

Infection Control in Endoscopy: Updates and Challenges

11:00 – 11:20 AM

Infection Control Q&A

11:20 AM – 12:35 PM

## NETWORKING LUNCH & EXHIBITS

12:35 – 12:55 PM

Enhancing the Employee Experience and Maintaining Staff Morale

12:55 – 1:15 PM

Managing a Disruptive Staff Member

1:15 – 1:35 PM

Improving the Patient Experience

1:35 – 1:55 PM

**Round Table Discussion III: Creating a Quality Culture**

1:55 – 2:15 PM

## BREAK & EXHIBITS

### TRACK A:

2:15 – 2:45 PM

## HOSPITAL BASED ENDOSCOPY UNITS

Establishing Strong GI Leadership for Hospital Based Endoscopy Units

2:45 – 3:15 PM

Improving Efficiency in the Hospital Endoscopy Unit

3:15 – 3:45 PM

Advanced Endoscopy and Upper GI Bleeding Quality Indicators

3:45 – 4:15 PM

Panel Discussion

### TRACK B:

2:15 – 2:45 PM

## AMBULATORY ENDOSCOPY UNITS

Maximizing Efficiency in Your ASC

2:45 – 3:15 PM

Improving Bowel Preparation in Your Endoscopy Unit

3:15 – 3:45 PM

Quality Indicators for Colonoscopy

3:45 – 4:15 PM

Panel Discussion

4:15 – 4:30 PM

Final Questions, Closing Remarks, Group Photo and Course Adjourned

Agenda subject to change.

# GI Practice Management Essentials

## COURSE DESCRIPTION

GI Practice Management Essentials is designed to provide practice management staff with the essentials needed to effectively and efficiently manage a GI unit. Presented by GI practice managers at the top of their field, this course covers the essentials of GI endoscopy practice management best practices and will cover topics such as building an ASC, staffing and managing the ASC, achieving efficiencies in your practice operations, and quality improvement programs, and benchmarking. This course will be highly interactive and provide winning practical solutions that can be implemented immediately in your practice. GI Practice Management Essentials is perfect for those propelled into practice management, new to practice management or new to GI practice management and will provide practical solutions that can be implemented immediately in your practice.

## LEARNING OBJECTIVES

Upon completion of this educational activity, participants will be able to:

- Identify how to “right size” your office
- Identify various staffing models within endoscopy center, and select a model that best fits the practice culture and needs
- Recognize cost centers and profit centers for the typical GI practice
- Develop an analysis (pro forma) to determine whether a specific cost center activity (pathology lab, infusion, capsule) is profitable
- Understand how to properly adopt nationally recognized guidelines in your GI unit
- Know why you track and what to track for quality improvement programs
- Review GI operations benchmarking case studies and analysis

## WHO SHOULD ATTEND

This course is designed for practice administrators, nurse managers and physicians involved in GI practice management.



## COURSE DIRECTORS

### **Frank J. Chapman, MBA**

Chief Operating Officer  
Ohio Gastroenterology Group  
Columbus, OH

### **Barbara Tauscher, MHA, FACMPE**

Director of Operations  
The Oregon Clinic GI East and South  
Portland, OR

### **Erica Natal, BSN, MHA, MBA**

Director of Operations  
Rockford Gastroenterology Associates  
Rockford, IL



# AGENDA

SATURDAY, MAY 5, 2018

<b>7:00 – 8:00 AM</b>	<b>REGISTRATION, CONTINENTAL BREAKFAST &amp; EXHIBITS</b>
<b>8:00 – 8:10 AM</b>	<b>Course Director’s Welcome and Introductions</b>
<b>8:10 – 9:30 AM</b>	<b>Session I: Staffing the ASC</b> Introduction Challenges for Staffing the ASC Benchmarking Case Study and Analysis Q&A
<b>9:50 – 10:10 AM</b>	<b>BREAK &amp; EXHIBITS</b>
<b>10:10 – 11:30 AM</b>	<b>Session II: Building an ASC</b> Introduction Costs and Procedures Involved in the Process Regulations to Follow in your ASC Accreditation Passing Life Safety Surveys Q&A
<b>11:30 AM – 12:30 PM</b>	<b>NETWORKING LUNCH &amp; EXHIBITS</b> Luncheon Discussion with Presenters and Peer-to-Peer Networking
<b>12:30 – 2:30 PM</b>	<b>Session III: Quality Improvement Programs</b> Introduction What Should you Track and Why? Quality Improvement Studies
<b>2:30 – 3:40 PM</b>	<b>Session IV: Resetting Your Costs</b> Introduction Cost and Profit Centers What You Can Do to Decrease Scope Repairs Q&A
<b>3:40 – 4:00 PM</b>	<b>BREAK &amp; EXHIBITS</b>
<b>4:00 – 5:00 PM</b>	<b>Session V: Benchmarking Your Pathology Labs</b> Introduction Beneath the Financials—Measuring Your Labs Q&A
<b>5:00 PM</b>	<b>Course Adjourned</b>

Agenda subject to change.

## HOTEL ACCOMMODATIONS

It is recommended that you make your hotel reservations as soon as possible. However, you may want to wait to make your airline reservations until you receive confirmation of registration from ASGE.

### Hilton Philadelphia at Penn's Landing

201 South Columbus Blvd.  
Philadelphia, PA 19106

ASGE has arranged a room rate of \$189 per night plus applicable tax. This discount is valid only if the reservation is made before **April 12, 2018**. Reservations for this event can be made by individual attendees by calling hotel directly at (215) 521-6500 or (800) 445-8667. **To receive discounted room rate, reference ASGE and name of course when reserving a room.**

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## CONTINUING MEDICAL EDUCATION

The American Society for Gastrointestinal Endoscopy (ASGE) is accredited by the Accreditation Council for Continuing Medical Education to provide continuing medical education for physicians.

**PHYSICIANS** - ASGE designates the Improving Quality and Safety in Your Endoscopy Unit course for a maximum of 7.0 *AMA PRA Category 1 Credits™* for this activity. ASGE designates the GI Practice Management Essentials course for a maximum of 7.5 *AMA PRA Category 1 Credits™* for this activity. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**NURSES** - All nurse participants will receive a certificate of participation specifying hours of education accredited for *AMA PRA Category 1 Credits™*. This certificate can be used toward nursing requirements.

All other healthcare professionals will receive a certificate of participation specifying hours of accredited for *AMA PRA Category 1 Credits™*.

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## ASGE CANCELLATION POLICY

Requests for refunds must be sent in writing at least two weeks before the activity to [info@asge.org](mailto:info@asge.org). Refunds will be subject to an administrative fee of \$100. Attendee substitutions are permitted with ASGE authorization. ASGE has the right to cancel a program at any time at its discretion.

**For more information about this or upcoming ASGE educational courses, please visit [www.asge.org](http://www.asge.org), email [info@asge.org](mailto:info@asge.org) or call 630-573-0600.**

*Industry representatives interested in attending this course must contact Vanita Jordan-Moore, Senior Manager, Sales and Business Development (Tel: 630.570.5625; email: [vmoore@asge.org](mailto:vmoore@asge.org)) or Linda Kay Tyler, Senior Director, Sales and Business Development (Tel: 630.570.5601; email: [ltyler@asge.org](mailto:ltyler@asge.org)). In compliance with ACCME guidelines, industry representatives may not ask questions during a CME course.*



ASGE educational programming is supported, in part, by the ASGE Foundation. To donate, visit [asge.org/foundation](http://asge.org/foundation).

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# REGISTRATION

## Improving Quality and Safety in Your Endoscopy Unit GI Practice Management Essentials

MAY 4-5, 2018	BEST VALUE		
	QUALITY & SAFETY	GI PRACTICE	BOTH COURSES
Physician ASGE Member	<input type="checkbox"/> \$450 <input type="checkbox"/> \$550	<input type="checkbox"/> \$595 <input type="checkbox"/> \$695	<input type="checkbox"/> \$945 <input type="checkbox"/> \$1145
Physician Non-Member	<input type="checkbox"/> \$550 <input type="checkbox"/> \$650	<input type="checkbox"/> \$795 <input type="checkbox"/> \$895	<input type="checkbox"/> \$1245 <input type="checkbox"/> \$1445
ASGE Member Non-Physician	<input type="checkbox"/> \$450 <input type="checkbox"/> \$550	<input type="checkbox"/> \$395 <input type="checkbox"/> \$495	<input type="checkbox"/> \$745 <input type="checkbox"/> \$945
Non-Member Non-Physician	<input type="checkbox"/> \$550 <input type="checkbox"/> \$650	<input type="checkbox"/> \$495 <input type="checkbox"/> \$595	<input type="checkbox"/> \$945 <input type="checkbox"/> \$1145

### REGISTRATION FEES

EARLY REGISTRATION DEADLINE: APRIL 5, 2018

■ Course Fee if registered on or before APRIL 5, 2018

■ Course Fee if registered after APRIL 5, 2018

Name		Date
Academic Degree(s)		Title
Institution		NPI#
Address		
City	State	Zip
Country	Specialty	
E-mail	Phone	Fax
This information is my: <input type="checkbox"/> Home <input type="checkbox"/> Work ASGE Member? <input type="checkbox"/> Yes <input type="checkbox"/> No Member ID _____		

**NOT A MEMBER?** Save even more when you join ASGE prior to registering for the courses. Submit a membership application with your registration form and receive the discounted member rate. Visit [asge.org/join](http://asge.org/join) for more information.

### FOUR EASY WAYS TO REGISTER

1. Online at [asge.org/practice](http://asge.org/practice) (Recommended)

2. Phone: 630-573-0600

3. Fax: 630-963-8332

Credit Card:  Visa  MasterCard  AmEx  Discover

Cardholder Name

Card Number

Expiration Date

Signature

4. Mail: Send your completed registration form and check for \$\_\_\_\_\_ made payable to:

American Society for Gastrointestinal Endoscopy  
PO Box 809055, Chicago, IL 60680-9055

For all registration inquiries, email ASGE Customer Care at [info@asge.org](mailto:info@asge.org) or call 630-573-0600.