

**“Mobilizing the Hospital Organization to Maximize  
Emergency Department Performance”**

**Wednesday, April 14, 2010**

7:30 – 8:00	Registration & Breakfast
8:00 – 8:05	<p><b><i>Welcome &amp; Opening Remarks</i></b> Wayne Osten Senior Vice President &amp; Director – NewYork-Presbyterian Healthcare System</p>
8:05 – 8:15	<p><b><i>Program Introduction</i></b> David Freed, DHA President &amp; CEO – Nyack Hospital</p>
8:15 – 9:05	<p><b><u><i>Creating an Emergency Department 30 Minute Service Standard</i></u></b> Oscar Marcilla, MD Medical Director, Emergency Department – Nyack Hospital</p>
9:05 – 9:55	<p><b><u><i>Using Simulation to Optimize Emergency Department Operations</i></u></b> Eric Bachenheimer Director, Client Solutions – Emergency Medical Associates</p>
9:55 – 10:10	Break
10:10 – 11:00	<p><b><u><i>Reducing Emergency Department Waiting Times Using Lean Methodology</i></u></b> Patrick Maul Principal Consultant &amp; Lean Six Sigma Black Belt – BD Diagnostics</p>
11:00 – 11:45	<p><b><i>Reaction Panel with Question &amp; Answer Session</i></b> William Trust, Chairman, Board of Trustees – Nyack Hospital Christine Genovesi, BSN, RN, Nurse Manager, Emergency Services – Nyack Hospital Michael Rader, MD, VP/Medical Director – Nyack Hospital Josef Schenker, MD, Medical Director, Emergency Medicine – NY Methodist Hospital Carlos Flores, MD, Medical Director, Emergency Medicine – Lawrence Hospital Center</p>
11:45 – 12:00	<p><b><i>Summation</i></b> David Freed, DHA President &amp; CEO – Nyack Hospital</p>