



Russell P. Tarr, MD, FACEP, PhD
President

[Adriana Alvarez](#)
Executive Director
Phone: (855) 475-8176
Fax: (972) 767-0056

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From a Board Member Paul A. Veach, MD, FACEP

Medicine as a Ministry

At the end of my career and after a lifetime in Emergency Medicine (starting as an EMT at 18, a paramedic at 20, and a doctor at 30), I have had a unique opportunity to see medicine from a great variety of perspectives.

In November of 2017, I was diagnosed with terminal colon cancer (late stage IV with metastasis everywhere) and was given 3-6 months to live. After many years in a care-giving role I found myself on the receiving end of endless medical treatments, procedures, and chemotherapy. While my observations are not unique, I believe them to be especially poignant to the discussion of medicine as a ministry.

We work in a field which creates a high percentage of “burnout” among its workers. In my role in ER management, I have had the oversight of hundreds of ERs and the responsibility to mentor untold ER Medical Directors as well as counseling hundreds of ER doctors across the country. As I ponder the issue of burnout, I am convinced it occurs because of a faulty outlook, not only on one’s role as an ER doctor, but also on one’s perspective on life itself.

Almost without exception, the doctors I counsel on behavioral issues have developed an “us versus them” philosophy in the ER. They often become aggravated and even angry when patients present with seemingly minor complaints. As the captain of the ship, ER doctors can subtly influence the attitude of their nursing and ancillary staff as well. The culture in the ER becomes a self-perpetuating cycle which can become unmanageable and even destructive if unchecked. If you hear the phrase “Why are they here for that?” or “They don’t need to be here”, your ER culture is in a survival mode and burnout, with both doctors and nurses, is inevitable.

Do I ever get aggravated? Well, of course. But it has been my sincere heart’s desire in my career to treat medicine as a ministry. Are we not but ministers to the sick and injured? We see people at their absolute worst and are called to alleviate pain and suffering, to grieve with the sorrowful, and to comfort those without hope.

Thom Mayer, in his book, “Leadership For Great Customer Service”, relates the concept that we don’t see patients as a whole person when they present to the ER. He describes them as icebergs and if we only see the exposed tip (their chief complaint), we do them a great disservice. He illustrates this with an example of a mother bringing her child to the ER late in the evening for a low-grade fever. She had seen her child’s PCP earlier in the day, had received a prescription of antibiotics for an Otitis Media, and had even dosed the child twice prior to presenting to the ER. When the ER doctor became aggravated with her apparently minor complaint, she started crying uncontrollably. She related through her tears that she had

lost a child several years before and her family had not stopped blaming her for the child's death because she had not taken the child to a doctor. Can you imagine the load of guilt and shame this woman carried on her shoulders? The moment to minister, to truly demonstrate compassion in this woman's life, had forever passed as this doctor had only seen the tip of her iceberg. Everyone is fighting a battle in his or her life and we are often too self-absorbed to see beyond the obvious.

We, more than any other doctor, have the tremendous opportunity to truly minister to hurting people. Sadly, however, what I see too often lacking within our profession is the dispensing of simple kindness. I am not speaking of becoming a narcotic "candy-man" in a misguided effort to "make people happy", but rather treating people gently and kindly. It costs us nothing except for the setting aside of our pride and superiority and treating people with gentleness. Clearly, I don't think any of us start the day with the thought of being unkind. I well understand the frustration we experience as the patient in room two is complaining for their long wait to see the doctor while you are simultaneously working a code and treating a stroke patient. It is at these times we are most vulnerable to impatience and the negative reactions that emanate from that frustration. These are the moments we must remind ourselves that what we do is a ministry. And we must still respond kindly. We, the most fortunate of all people, should stand in the gap for the suffering.

In a very short period, I will stand before my God. And, while I am confident of my eternal destiny, I will stand in judgment for my treatment of others. How I yearn to be able to say, "I was always kind". Sadly, I was not. I occasionally became aggravated, demonstrated impatience and anger, and too often was unkind. I should have been a better man.

It has been my distinct honor to serve our college as one of your ACEP Councillors for over 10 years. I cannot say what my legacy will be or what others might recall of my life. This will be left for others to decide. But, I pray, that my lasting memory in the minds of my colleagues and patients will be, "He was kind to me."

You Ministers of Medicine, as you enter your ERs, remember kindness!

Resident Corner

Once again, we have several important announcements since our last installment:

- Match Day was a success! We have **10 new EM interns** joining us this upcoming July 1. The class of 2021 is talented and diverse, representing 7 medical schools from 5 states and the continent of Australia.

- I am proud to announce that **Dr. Gregory Snead** will be awarded the Educational Innovation award at the Dean's Honors Day convocation later this month.
- **Dr. Carly Eastin** has been successfully promoted to Associate Professor of Emergency Medicine. This continues our 100% promotion rate over the past 5 years.
- We have officially launched our newest academic Division: EM Research and Evidence Based Medicine led by **Drs. Mike Wilson and Carly Eastin**.
- We will extend our M3 EM selective to include Baptist Conway as an educational site.
- Lastly, Mr. Steve Michener has announced his retirement. Steve has played a tremendous role in the success we have enjoyed over the past decade! He will be sorely missed.

The agenda for **ICARE18** is complete. This conference will be held in Little Rock June 1-2 in the I. Dodd Wilson Building on the UAMS campus. ICARE18 will deliver high quality EM and Critical Care content with some new wrinkles. We will maintain an interactive format including time sensitive diagnoses, trauma, pre-hospital medicine, AND add an EM-Pediatrics track, bedside US education, Psychiatric, hand, ocular emergencies, and more. You can register and get more information [here](#).

You are always invited to join us for our weekly CME accredited didactic series on Wednesdays. Please visit our NEW [website](#) for these and many other details about our program.

Preparing to Give Testimony before State Legislators

Harry J. Monroe, Jr.

Director, Chapter and State Relations, ACEP

Over the years, I have worked with many lobbyists preparing for upcoming meetings. In some of those instances, the lobbyist would be gathering information to represent us himself in meetings of stakeholders or legislators or staff. In other instances, the legislator was preparing the client to give testimony at a legislative hearing.

In all of these circumstances, every good lobbyist I have worked with has required an answer to this question: what is the argument of the other side? What will our opponent say?

If you do not have a fair answer to that question, then you are not yet prepared to provide your testimony.

Because we tend to live in an environment in which we share our views with people who agree with them, too often we fail to think through the alternative point of view. Thus, insurers are against us, we often state, for example, because they are only in this for the money. They don't care about their "customers," our patients. The bottom line for their shareholders is their only concern.

My point is not that there is not a point to this. However, no insurer is going to arrive at a hearing to explain that, you know, we caught him. He doesn't care about anything but making a buck.

There are no Perry Mason endings at legislative hearings. Insurers don't confess.

The truth is that insurers, wrongly I think most of the time, have their own story, their own rationale, for their policy. We have to understand that story so that we are sure to be able to counter it – and to avoid walking into traps as we tell our own story.

None of this to say that we should have a need to fully explain or defend the insurer's point of view. Quite the contrary, a more typical approach, as appropriate, would be to briefly summarize the opposition's position before pivoting to an explanation as to why it is wrong and how we have a better solution to the problem that the policy maker wants to solve.

That sort of response is a way of showing ourselves to be fair minded and solutions oriented. It is a crucial part of effective state advocacy.

Articles of Interest in *Annals of Emergency Medicine*

Sam Shahid, MBBS, MPH
Practice Management Manager, ACEP

ACEP would like to provide you with very brief synopses of the latest articles in [*Annals of Emergency Medicine*](#). Some of these have not appeared in print. These synopses are not meant to be thorough analyses of the articles, simply brief introductions. Before incorporating into your practice, you should read the entire articles and interpret them for your specific patient population.

Kellogg K, Fairbanks RJ.

Approaching Fatigue and Error in Emergency Medicine: Narrowing the Gap Between Work as Imagined and Work as Really Done.

Annals of Emergency Medicine – April 2018 ([Epub ahead of print](#))

This is an editorial commenting on an article by Nicolas Perisco and colleagues, "Influence of Shift Duration on Cognitive Performances of Emergency Physicians: A Prospective Cross-Sectional Study." The article reports that there was significant cognitive decline after a 24 hour emergency shift, though not one after a 14 hour shift. The editorial goes on to describe some of the consequences of their finding, for example the fact that any cognitive decline likely also occurs in all emergency workers. They suggest we repeat the study using 8 and 12 hours shifts which are more common in the US.

Hall MK, Burns K, Carius M, Erickson M, Hall J, Venkatesh A.

State of the National Emergency Department Workforce: Who Provides Care Where?

This is a cross-sectional study that analyzed the Centers for Medicare and Medicaid Services' (CMS) 2014 Provider Utilization and Payment Data Physician and Other Supplier Public Use Files and found that of 58,641 unique EM clinicians, 61.1% were classified as EM physicians, 14.3% as non-EM physicians, and 24.5% as advanced practice providers. Among non-EM physicians categorized as EM clinicians, Family Practice and Internal Medicine predominated. They also found that urban counties had a higher portion of EM physicians compared to rural counties.

Stiell IG, Clement C M, Lowe M, Sheehan C, Miller J, Armstrong S, Bailey B, Posselwhite K, Langlais J, Ruddy K, Thorne S, Armstrong A, Dain C, Perry JJ, Vaillancourt C.

Multicentre Program to Implement the Canadian C-Spine Rule by Emergency Department Triage Nurses.

This multicentre two-phase study demonstrated that with training and certification, ED triage nurses can successfully implement the Canadian C-Spine Rule, as reflected by more rapid management of patients, and no missed clinically important spinal injuries.

Lumba-Brown A, Wright DW, Sarmiento K, Houry D.

Emergency Department Implementation of the Centers for Disease Control and Prevention Pediatric Mild Traumatic Brain Injury Guideline Recommendations.

These are the Centers for Disease Control and Prevention's (CDC) 2018 "Guideline on the Diagnosis and Management of Mild Traumatic Brain Injury Among Children," published in JAMA Pediatrics. As the Emergency Department clinicians may be the first healthcare provider to evaluate an injured child they play an important role in the recognition and management of mild traumatic brain injury. The key practice-changing takeaways in these new guidelines include: using validated and age-appropriate post-concussion symptom rating scales to aid in diagnosis and prognosis; and incorporating specific recommendations for counseling at the time of ED discharge.

New Resources from ACEP

The following **policy statements** were recently revised and approved by the ACEP Board of Directors:

- Alcohol Advertising
- Trauma Care Systems

Four **information papers and one resource** were recently created by several ACEP committees:

- Disparities in Emergency Care - Public Health and Injury Prevention Committee
- Empiric and Descriptive Analysis of ACEP Charges of Ethical Violations and Other Misconduct - Ethics Committee
- Fostering Diversity in Emergency Medicine through Mentorship, Sponsorship, and Coaching - Academic Affairs Committee
- The Single Accreditation System - Academic Affairs Committee
- Resources: Opioid Counseling in the Emergency Department - Emergency Medicine Practice Committee

These resources will be available on the new ACEP website when it launches later this month. In the meantime, for a copy of any of the above, please contact [Julie Wassom](#), ACEP's Policy and Practice Coordinator.

Help Fight to Protect Our Patients Against Anthem's Unlawful Practices

ACEP continues to keep the pressure on Anthem Blue Cross Blue Shield for denying coverage to emergency patients in six states with a [new video campaign](#). More will follow if this effort isn't stopped. Anthem's policy violates the prudent layperson standard, as well as 47 state laws. [Spread the word!](#) #FairCoverage #StopAnthemBCBS

Graduating Residents: Renew your Membership Today!

Take advantage of huge discounts and freebies!

ACEP is offering \$20 off national dues, PEER for \$50 and a free 2018 Graduating Resident Education Collection of 25 courses specifically for emergency physicians in their first year out. Just go to www.acep.org/renew to take advantage. Those who renew also get a cool ER/DR T-Shirt and Critical Decisions in Emergency Medicine online free for one year. [Renew now](#) using Promo Code FOCUS2018. Check it off the list!



Don't Miss the Premiere Event for Emergency Medicine Advocates and Leaders!

Attendees at the annual [Leadership & Advocacy Conference](#) will advocate for improvements in the practice environment for our specialty and access for our patients. First-timers will receive special training on how to meet and educate your Members of Congress while seasoned participants will build upon valuable Congressional connections. A new "[Solutions Summit](#)" has been added on May 23 where attendees will discover innovative solutions on key topics such as opioids and end-of-life issues that demonstrate emergency medicine's value and leadership. CME credit will be given for the Summit.

Confirmed Speakers Include:

- U.S. Surgeon General Vice Admiral (VADM) Jerome M. Adams, M.D., M.P.H.
- HHS Assistant Secretary for Preparedness and Response Bill Kadlec, MD will be presenting during the Public Policy Town Hall on Emergency Preparedness.
- Amy Walter, National Editor for The Cook Political Report, will offer her predictions for the mid-term elections.
- Senator Bill Cassidy, MD (R-LA)
- Representative Kyrsten Sinema (D-AZ)

[REGISTER TODAY!](#)

Not able to attend the LAC18? Now is not the time to sit on the sidelines.

Join the [ACEP 911 Grassroots Legislative Network](#) today to help emergency medicine convey our principles and priorities to legislators in Washington DC and their home districts. With the mid-term elections coming up in November and party control of the House and Senate hanging in the balance, now is the perfect time to reach out on the local level to educate your legislators about the specialty and offer to serve as a local resource on issues relating to the delivery of health care.

Already a member of the Network? Take your advocacy to the next level. Host an emergency department visit for your legislator or invite them to meet with a group of local emergency physicians from your chapter. Visit the [ACEP Grassroots Advocacy Center](#) for detailed information on how to join the program and start engaging with legislators today!

Free Training on Medication-Assisted Treatment

Eight hours of training on medication-assisted treatment (MAT) is required to obtain a waiver from the Drug Enforcement Agency to prescribe buprenorphine, one of three medications approved by the FDA for the treatment of opioid use disorder. [Providers Clinical Support System \(PCSS\)](#) offers free waiver training for physicians to prescribe medication for the treatment of opioid use disorder.

PCSS uses three formats in training on MAT:

- Live eight-hour training
- “Half and Half” format, which involves 3.75 hours of online training and 4.25 hours of face-to-face training.
- Live training (provided in a webinar format) and an online portion that must be completed after participating in the full live training webinar (Provided twice a month by PCSS partner organization American Osteopathic Academy of Addiction Medicine)

Trainings are open to all practicing physicians. Residents may take the course and apply for their waiver when they receive their DEA license. For upcoming trainings consult the [MAT Waiver Training Calendar](#). For more information on PCSS, [click here](#).

Become an Accredited Geriatric Emergency Department Today

Recognizing that one size ED care does not fit all, [The Geriatric Emergency Department Accreditation Program](#) (GEDA), was developed by leaders in emergency medicine to ensure that our older patients receive well-coordinated, quality care at the appropriate level at every ED encounter. Become accredited and show the public that your institution is focused on the highest standards of care for your community's older citizens.

Make Change Happen in ACEP

The Council meeting is YOUR opportunity to influence the ACEP agenda. If you have a hot topic that you believe ACEP should address, write that resolution! It only takes two members to submit a resolution. [Click here](#) to learn the ins-and-outs of Council Resolutions, and [click here](#) to see submission guidelines. **Deadline is July 1, 2018.** Be the change - submit your resolution today.

Learn to Improve Patient Safety, Reduce Costs at One-Day Hospital Flow Conference

ACEP is pleased to announce this collaboration between ACEP and the American Hospital Association. Join leaders in hospital flow at the [Innovation Leadership Challenge: Collaborating to Improve Hospital Flow, Save Lives & Reduce Costs Conference](#) to learn about proven innovative processes, tools & insights prior to the AHA Leadership Summit July 25. [Register today.](#)



Welcome New Member

Ethan P. McMoran

**Arkansas ACEP Chapter
c/o National ACEP
4950 West Royal Lane
Irving, Texas 75063-2524**

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