

## ILLINOIS RISK MANAGEMENT SERVICES

## ED Risk Management Webinar

July 23, 2026 | 10:00am – 12:05pm

This program will provide risk managers, ED nurses and leaders, APPs, physicians and attorneys with practices to manage and improve ED throughput and reduce boarding by implementing hospital-wide initiatives designed to reduce the time patients spend in the ED. Strategies aim to safely mitigate systemic bottlenecks, and protect both patients and staff from the risks associated with crowding. Mental health patients are a specific patient population that experience boarding and potential delays in receiving definitive care. Strategies unique to the care of mental health patients in the ED will be discussed during this program.



[Tom Scaletta, MD](#)

### Boarding Is a Symptom of a Costly but Curable Disease

- Understand the operational and medico-legal risks associated with excessive inpatient boarding in the emergency department.
- Describe proven strategies to reduce unnecessary ED utilization among frequent users.
- Identify practical approaches to safely reduce avoidable hospital admissions while improving patient flow and throughput.



[Monica Cooke, RN, MA, PMH-BC, CPHQ, CPHRM, DFASHRM](#)

### The Perfect Storm: Mental Health Patients Meet the Emergency Room

- Discuss the current state of mental health ED encounters and the impact on the organization.
- Identify the reasons and the urgency to reshape the care provided in EDs for mental health and substance use patients.
- Describe at least two strategies that can support efficient and safe care for mental health patients.

#### Nursing CEUs

The Illinois Health and Hospital Association (IHA) is authorized by the State of Illinois Department of Financial and Professional Regulation (license number 236.000109) to award up to 2.0 hours of nurse continuing education credit for this program.

#### MAIC-Insured Physicians

MAIC-insured physicians who attend this program *may* be eligible for a premium discount. A certificate of completion will be mailed at the conclusion of the program.

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**Questions?** Teresa Baumgartner at [tbaumgartner@team-iha.org](mailto:tbaumgartner@team-iha.org) or 630.276.5678