

# ED FLOW COURSE



## A Team-Based Approach to ED Reset: Uniting All Staff for a New Ideology in Patient Flow



### Course Journey

Embark on a dynamic **2-day** rapid cycle event with the ED Flow Course, developed by Dr. Karen Murrell, RN Paul Norman, and Dr. Christopher Patey, to **revolutionize emergency department efficiency and patient flow**. Through a hands-on, evidence-based approach, you'll gain actionable strategies to drive real change, improve key performance indicators (KPIs), and enhance ED operations – all delivered with humor and real-world experience.



### Who Will Benefit

- Emergency Physicians, Nurses, and Administrators
- Hospital Leadership Teams
- Healthcare Quality & Process Improvement Specialists
- Tertiary and Rural Emergency Departments'
- Case Managers and Social Workers



### The Advantage

The ED Flow Course combines **academic rigor** with **real-world experience**, delivering **hands-on**, site-specific strategies that drive immediate, measurable results. With proven success across North America and beyond, this interactive, peer-driven course **empowers frontline** professionals to improve ED performance, enhance patient flow, and **reduce key metrics** like wait times and LWBS rates.

## WHAT OUR CLIENTS ARE SAYING

*"This course transformed our emergency department by fostering collaboration, improving patient flow, and creating lasting positive change."*

– St. Paul's Hospital

*"Thanks to this course, we've seen faster patient processing, reduced wait times, and a renewed sense of optimism across our department."*

– Queen Elizabeth Hospital



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