September 11, 2019
11:00 AM - 12:00 AM

Target Audience
This program has been designed for Emergency Medicine

Series Educational Objectives
After participating in this regularly scheduled series, participants should be able to:
1 Describe updates in various specialties as they apply to emergency medicine
2 Describe recent research in the field of emergency medicine that can affect the care of our patient population, including updates in research, educational innovations, and operations advances.

Session Educational Objectives
After completing this educational activity, participants should be able to:
1 Provide customers with services and products when they recognize they're needs
2 Present customers with a set of personally tailored options that might interest them
3 Encourage customers to adjust their behavior in order to achieve larger goals or reduce costs. - Finally, anticipate and meet the needs of customers.

Accreditation
In support of improving patient care, Penn Medicine is jointly accredited by the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC), to provide continuing education for the healthcare team.

Designation of Credit
Physicians: Penn Medicine designates this live activity for a maximum of 1.00 AMA PRA Category 1 Credits™. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

Nurses: This activity is not approved for nursing contact hours

Pharmacists: This activity is not approved for pharmacy contact hours

PAs: AAPA accepts certificates of participation for educational activities certified for AMA PRA Category 1 Credit™ from organizations accredited by ACCME or a recognized state medical society. PAs may receive a maximum of 1.00 Category 1 credits for completing this activity.

Acknowledgement of Commercial Support*
None

For more information, please contact
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Check your transcript online at https://upenn.cloud-cme.com
Disclosure of Relevant Financial Relationships and Unapproved Uses of Products

It is policy at Penn Medicine Office of Continuing Medical and Interprofessional Education for individuals who are in a position to control the content of an educational activity to disclose to the learners all relevant financial relationships that they have with any commercial interest that provide products or services that may be relevant to the content of this continuing education activity. For this purpose, we consider relationships of the person involved to include financial relationships of a spouse or partner.

The intent of this policy is to ensure that Penn CME/CE certified activities promote quality and safety, are effective in improving medical practice, are based on valid content, and are independent of control from commercial interests and free of commercial bias. Peer review of all content was conducted for all faculty presentations whose disclosure information was found to contain relationships that created a conflict of interest relevant to the topic of their presentation. In addition, all faculty were instructed to provide balanced, scientifically rigorous and evidence-based presentations.

The staff in the Office of Continuing Medical and Interprofessional Education (CME and IPCE), have disclosed that they have no relevant financial relationships with any commercial interests related to the content of this educational activity. Any peer reviewer with a potential conflict of interest will recuse themselves from the peer review process.

<table>
<thead>
<tr>
<th>Name of individual</th>
<th>Individual’s role in activity</th>
<th>Name of commercial interest/Nature of relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>Michele Haynes, BSHA</td>
<td>Activity Coordinator</td>
<td>Nothing to disclose</td>
</tr>
<tr>
<td>Sandra King, Associate</td>
<td>Activity Coordinator</td>
<td>Nothing to disclose</td>
</tr>
<tr>
<td>Mira Mamtani, MSEd</td>
<td>Course Director</td>
<td>Nothing to disclose</td>
</tr>
<tr>
<td>Laurenweinberger Conlon, MD</td>
<td>Other Planning Committee Member</td>
<td>Nothing to disclose</td>
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<tr>
<td>Kevin Scott, MSEd</td>
<td>Other Planning Committee Member</td>
<td>Nothing to disclose</td>
</tr>
<tr>
<td>Christian Terwiesch, PhD</td>
<td>Faculty</td>
<td>Nothing to disclose</td>
</tr>
</tbody>
</table>

Relevant financial relationships are those relationships in which the individual benefits by receiving a salary, royalty, intellectual property rights, consulting fee, honoraria, ownership interest (e.g., stocks, stock options or other ownership interest, excluding diversified mutual funds), or other financial benefit. Financial benefits are usually associated with roles such as employment, management position, independent contractor (including contracted research), consulting, speaking and teaching, membership on advisory committees or review panels, board membership, and other activities from which remuneration is received or expected.