

New Member Spotlight: Professional Emergency Physicians (PEP)

Professional Emergency Physicians (PEP) has been an independent physician group since 1972 and now serves ten hospitals in northeast Indiana. The flagship hospital, Parkview Regional Medical Center, is an ACS accredited Level 2 Adult and Pediatric trauma center and has accredited chest pain and comprehensive stroke centers. PEP supports 68 emergency medicine physicians and 40 physician assistants. For more information, please click [here](#)



Excerpts from a conversation with Joe Pressler, MBA, BSN, RN, Chief Operating Officer

Mr. Pressler joined PEP in 2018 with the goal of upgrading the business side of their operations and focusing on work flow. The key areas of focus include billing and coding, technology upgrades, scheduling, and standardizing activities across fewer platforms to improve efficiencies and effectiveness. PEP prides itself on improving the quality of emergency medical care across the region. One key activity PEP does to ensure this goal is continuously met is to provide monthly educational opportunities to all providers. Topics include assessing innovative technology, new interventions and reviewing the most recent best practice recommendations, and a regular review of patient's perception of care.

Mr. Pressler learned about EDPMA through a member. She shared a bit of the information EDPMA provides, particularly on advocacy issues at the federal level. Mr. Pressler saw the value in joining the association as he wants to be sure to understand what legislative issues are under consideration at both the federal and state levels. Plus, Mr. Pressler explained that since EDPMA provides a lot of information in one place, he can easily share items of particular interest with his group for their follow-up action. For example, Joe said, "the templates (action alerts) are particularly useful as he can edit and share these with his team and have multiple physicians personalize it and send it to their legislators." Joe said he also finds a lot of value in having access to other leaders in emergency medicine and in having some of his team members participate in EDPMA Committees. This information is then shared with the wider team. Joe mentioned that adding direct employees to EDPMA's distribution list is helpful as then he knows his physicians and others in the company are receiving the newsletters, action alerts and news alerts regularly.

Some of the key issues Mr. Pressler sees as critical to the future of emergency medicine is balance billing and the pending Medicare cuts. He appreciates that EDPMA continues to work with Congress, our partners and our members to advocate for emergency medicine. Other areas of concern and particularly on his radar since the pandemic began is cost containment and adjusting to changing volumes. Mr. Pressler

said they saw their volumes drop substantially in March-April but by August 2020, their volumes had returned almost fully. Nevertheless, Joe said, “it’s not this pandemic we have to focus on now, it’s the next one. We need to be looking at how we operate, and review lessons learned.” The silver lining is that we are now stronger and better prepared both clinically and fiscally for any future events.