

Thom Mayer, MD, FACEP, FAAP

Dr. Mayer is Founder and Chief Executive Officer of BestPractices, Inc., Executive Vice President of EmCare, the Medical Director for the NFL Players Association and Clinical Professor of Emergency Medicine at George Washington University and a Senior Lecturing Fellow at Duke University. He is one of the most widely-sought speakers on healthcare customer service, trauma and emergency care, pediatric emergency care, medical leadership, and sports medicine. He has published over 100 peer-reviewed articles, 150 book chapters, and has edited or written 15 textbooks on emergency medicine, including Leadership for Great Customer Service: Satisfied Patients, Satisfied Employees, Leadership for Smooth Patient Flow, The Patient Flow Advantage, Hardwiring Flow, and Strauss and Mayer's Emergency Department Leadership: Principles and Applications. Tom Peters, the internationally acclaimed leadership guru, has referred to his work as "gaspworthy." Dr. Mayer was named the ACEP Outstanding Speaker of the Year in the second year the award was given and has twice been named ACEP's "Over-the-Top" award winner. On September 11, 2001 Dr. Mayer served as one of the Command Physicians at the Pentagon Rescue Operation, coordinating medical assets at the site. The BestPractices physicians at Inova Fairfax Hospital were the first to successfully diagnose and treat inhalational anthrax victims during the fall 2001 anthrax crises, and Dr. Mayer has served on the Department of Defense on Defense Science Board Task Forces on Bioterrorism, Homeland Security and Consequences of Weapons of Mass Destruction. Dr. Mayer also serves as a Medical Director for the Studer Group.