

Biography

Thom A. Mayer, M.D., FACEP, FAAP, FACHE

Dr. Thom Mayer is a National Executive Vice President of Envision Physician Services (formerly EmCare) and the founder of Best Practices.. He is widely recognized as one of the nation's foremost experts in leadership, management, customer service, crisis management, and flow in healthcare. He is also recognized as an expert in emergency medicine, pediatric emergency medicine, trauma and sports medicine. With regard to leadership development, service excellence and patient flow, he is the most respected and widely known emergency physician in the nation. Dr. Mayer's efforts as Medical Director of the NFL Players Association have led to dramatic changes in the way athletes at all levels of the sport are treated and his work has redefined how sports concussions are diagnosed and treated.

Emergency departments under his guidance have won prestigious awards from virtually every organization recognizing excellence in healthcare.

Dr. Mayer has published over 100 articles, 120 book chapters, and has written 20 books, the most recent of which are **Strauss and Mayer's Emergency Department Management**, which is widely recognized as the premier leadership book in emergency medicine, and **The Patient Flow Advantage. Hardwiring Flow: Systems and Processes for Seamless Patient Care** was described by Tom Peters as "gaspworthy." Dr. Mayer also wrote **Leadership for Great Customer Service: Satisfied Patients, Satisfied Employees, 2nd Edition**, as well as **Leadership for Smooth Patient Flow**, both published by the American College of Healthcare Executives, the latter of which won the 2007 James A. Hamilton Award from the ACHE for the best book on healthcare leadership. Dr. Mayer devised one of the most widely known customer service training courses in healthcare.

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 Best Practices 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 the Department of Defense on Defense Science Board Task Forces on Bioterrorism, Homeland Security, and consequences of Weapons of Mass Destruction. His expertise and insights in crisis management are thus informed by hard-won experience.

Dr. Mayer's passion and energy in speaking about cutting-edge healthcare topics have resulted in valuable lessons for leaders and managers in healthcare and he has received uniformly excellent reviews for his speeches. Dr. Mayer's skills as a speaker attested to by the fact that he has been the Keynote Speaker at numerous conferences, American College of Healthcare Executives' Senior Leadership Development course, the American Medical Association Leadership Conference, Press Ganey National Client Conference (twice), the PRC National Conference, and the Robert Wood Johnson Foundation Urgent Matters Conference, among others. He was named the American College of Emergency Physicians Speaker of Year and has won the American College of Emergency Physicians Over-the-Top-Award for the highest scores among its speakers three times. Dr. Mayer was selected to present the most prestigious named lectureships for the American College of Emergency Physicians, the James Mills, Jr. and Collin Rorrie lectures. Dr. Mayer has also spoken at Studer Group national conferences and regional conferences.