



THE INSTITUTE FOR MEDICAL  
LEADERSHIP

## **Hospitals & Health Systems Physician Leadership Program**

### **SAMPLE FULL DAY AGENDA**

8:00AM	Welcome and Introduction – Hospital Physician Leader
8:10 AM	Success Factors for Physician Leaders: Emerging Roles
9:00 AM	Motivating Physicians: Advanced Communication Skills
10:00 AM	Break
10:15 AM	Quality Initiatives and Physician Coaching to Improve Performance
11:00 AM	Tools for Quality Improvement: Credentialing and Privileging
12:00 Noon	Lunch
1:15 PM	Tools for Quality Improvement: Peer Review
2:00 PM	Using Emotional Intelligence to Deal with Difficult Personalities, Give Feedback, and Resolve Conflict
3;00 PM	Break
3:15 PM	Dealing with Disruptive Behavior: Legal Aspects
4:15 PM	Improving Reimbursement by Improving Patient Satisfaction
5:00 PM	Adjourn