

Hospital and Health System Medical Staff Leadership Program

SAMPLE HALF-DAY AGENDA with Objectives

8:00 AM **Welcome – Medical Staff Physician Leader**

8:10 AM **Keys for Physician Success in a Rapidly Changing
Healthcare Industry**

At the end of this presentation, attendees will be able to:

- Explain three ways in which hospitals and physicians can help each other succeed in the era of healthcare payment reform
- Describe three success factors for physician leaders
- Compare current and emerging roles for hospital physician leaders
- Describe at least three key steps for leading change effectively

9:10 AM **Motivating Others through Effective Communication**

At the end of this presentation, attendees will be able to:

- Describe three motivators and three demotivators to better motivate physicians and non-physicians
- Demonstrate improved rapport building skills
- Become a better listener and communicator

10:10 AM BREAK

10:30 AM **Quality Initiatives and Risk Reduction; Physician Coaching
to Improve Performance**

At the end of this presentation, attendees will be able to:

- Describe the origins of the quality movement
- Utilize physician coaching strategies to improve physician performance that include relevant, accurate, and timely data
- Understand the role of physician leaders in risk reduction

11:30 AM Improving Patient Satisfaction and the Bottom Line

At the end of this presentation, attendees will be able to:

- Describe the impact of physician leadership on the hospital's bottom line
- Understand the importance of HCAHPS scores to maximize reimbursement
- Utilize left brain and right brain solutions to improve patient satisfaction in the Emergency Department

12:30 PM END OF DAY