

How to Navigate Common Disruptions and Set Expectations

Faculty



RICK A. SHEFF, MD

Dr. Sheff is CMO with The Greeley Company. He brings more than 30 years of healthcare management and leadership experience to his work with physicians, hospitals, and healthcare organizations nationwide.



RAÚL ZAMBRANO, MS, MD, FAAFP

Dr. Zambrano is a senior consultant with The Greeley Company. He brings years of healthcare leadership experience to his work with physicians, hospitals and healthcare systems nationwide.

Agenda - subject to change

Day 1

10 - 10:05 AM	Welcome and Introduction
10:05 - 10:30 AM	Education Session Approach to the Disruptive Physician - Organizing Your Approach to the Disruptive Physician: The Greeley Pyramid - Who Owns Provider Conduct? - Defining Appropriate and Inappropriate Behaviors - What's Your Policy?: Critically evaluating your provider conduct policy
10:30 - 11:40 AM	Break
11:40 AM - 12:50 PM	Education Session Approach to the Disruptive Physician (continued) - What's Your Policy?: Critically evaluating your provider conduct policy - Addressing Disruptive Behavior in Employed Providers: Who's accountable to whom for what? - How good is your data on provider conduct? - Preparing for the Intervention
12:50 - 1 PM	Answering Questions from Participants

Day 2

10 - 10:05 AM	Welcome Back and Follow-Up from Day One
10:05 - 11:20 AM	Education Session Conducting an Effective Intervention - Is this an "intervention" or a "negotiation"? What's the difference and why it matters? - Beyond Content: Using the Setting, Voice and Body Language to Optimize Effectiveness
11:20 - 11:35 AM	Break
11:35 AM - 12:45 PM	Education Session Conducting an Effective Intervention (continued) - Negotiating the Behavior Contract - To Report to the NPDB or Not to Report - Now Let's Practice (You'll be glad you did!)
12:45 - 1 PM	Answering Questions from Participants and Wrap-Up