

How to Navigate Common Disruptions and Set Expectations

Faculty



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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