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| *Physician Leadership*  *A series designed for physicians* | | | |
| **Dr. Jay Kaplan**  ***Medical Director, Studer Group & Director of Service and Operational Excellence, CEP America Emergency Physician Partners*** | | | |
| JayKaplan.JPG | Dr. Kaplan is a graduate of Harvard College and Harvard Medical School. Not only has he won teaching awards in 1996 and 1999, but in October 2003, he was named the American College of Emergency Physicians’ Outstanding Speaker of the Year. As a national speaker and facilitator, Dr. Kaplan makes presentations to hospital leadership teams, emergency departments, medical groups and physicians as well as, conducting various coaching sessions; always maintaining the highest standards of clinical quality and service excellence. While he enjoys being an educator, Dr. Kaplan continues to practice medicine because of his love of the clinical aspect of medicine. In addition, caring for his patients helps him remain close to them as well as their families, the hospital staff and his colleagues. | | |
| **Nurses are from Saturn, Physicians are from Jupiter, and Administrators are from Mars: Let’s speak the same language** | | | |
| Success in health care is never achieved alone; it is an outcome of great teamwork. Yet in the era of the electronic health record and the focus on meaningful use, we talk to each other less. Quality of care is dependent on clear and consistent communication between physicians and between physicians and nurses. Physicians, nurses and hospital administrators come from different perspectives and we have different communication styles. If we do not recognize this, messaging becomes fragmented and patient safety and outcomes suffer. This session will review tactics for creating a great team to deliver outstanding patient care. | | ***July 1***  ***5 – 9 p.m.***  *5 p.m. mixer*  *Location TBD* | |
| **Leadership and Accountability** | | | |
| “When standards are not rigorously upheld and inadequate performance is allowed to endure the capabilities of leadership succumb to atrophy.” (Harvard Business Review 10/2012). Physicians are taught to be healers but they are not taught to be leaders. Leaders answer the question “This is what we want to be known for” and then they get their colleagues to buy in to that vision. As a leader what is your vision of yourself, your practice and your organization? After you set your course, how do you invite others to get on board to support the idea or goal? This session will focus on leadership and how to create a consistent and highly reliable experience for patients and staff. | | | ***September 30***  ***5 – 9 p.m.***  *5 p.m. mixer*  *Location TBD* |
| **Creating Benchmarks and Outcomes** | | | |
| Einstein said “The best definition of madness is to keep doing things the same way and expect different results.” We are in an era of increasing measurement and transparency of both clinical and service outcomes, and those results are now being tied to payment. Similar to a captain on a ship who needs to calculate how to get to their destination by starting with their current location, physicians must define their key metrics, their current results and then their targets for successful outcomes. This session will focus on how to define key metrics and create action plans to get from where we are to where we want to be. The goal is to create a great place for physicians to practice medicine as well as a great place for patients to come for care. | | | ***December 16***  ***5 – 9 p.m.***  *5 p.m. mixer*  *Location TBD* |
| **If you would like to attend any of the above sessions please fill out the flip side of this flyer and fax to the Medical Staff Office at 714-447-6411 event or contact Cherie Hudson-Whittlesey, Mgr. Leadership Excellence at 714-446-5514 or email** [**Cherie.Hudson-Whittlesey@stjoe.org**](mailto:Cherie.Hudson-Whittlesey@stjoe.org) | | | |

***The Leadership Excellence Institute***

***Inspiring ~ Innovative ~ Influential***

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Print Name: