McLeod Physician Leadership Academy 2018
Course Syllabus

OCTOBER 10
Healthcare Industry Trends
Mr. Ryan Gish, Managing Director
Kaufman Hall and Associates

From changing demographics to rapidly emerging new technologies, new trends are impacting healthcare today. As a result, the future of healthcare will look and feel very differently. Mr. Ryan Gish, Managing Director of Kaufman Hall, will give the participants the latest information in the industry to help them anticipate and understand the trends and innovations shaping the future of healthcare delivery and administration. During this seminar, they will learn how to:

• Identify challenges and opportunities surrounding emerging trends such as accountable care, bundled payments, medical homes, population health management, robotics, mobile health, and more
• Utilize their role as a Provider to help address changes in delivery systems, hospital administration, healthcare workforce, technology, and the healthcare consumer movement

• Gain a deeper understanding of emerging trends to prepare for challenges McLeod will likely face in the near future
• Assist with managing new trends in healthcare from an organizational standpoint

Mr. Gish is a Managing Director of Kaufman Hall and a member of the firm’s Strategic and Financial Planning practice. Mr. Gish works with executive leadership teams and boards of all types of hospitals and health systems nationwide. In addition, Mr. Gish has authored numerous articles published in healthcare professional journals, including hfm magazine, BoardRoom Press, and Trustee. Additionally, Mr. Gish was a contributing author for Health Care Strategy for Uncertain Times, published by AHA Press/Jossey Bass. Mr. Gish is a frequent presenter at national conferences of the American College of Healthcare Executives, The Governance Institute, Healthcare Financial Management Association, and the Society for Healthcare Strategy and Market Development (SHSMD). Additionally, he has served as guest faculty at Harvard University, Washington University in St. Louis, and The University of Southern California. Prior to joining Kaufman Hall, Mr. Gish worked for Jennings Ryan & Kolb and Baxter Healthcare Corporation. Mr. Gish has an M.B.A. with honors from the John M. Olin School of Business at Washington University in St. Louis and a B.S., cum laude, also from Washington University. He is serving a three-year term on the SHSMD Board of Directors.

NOVEMBER
TEAM BUILDING EXERCISE
TBD

DECEMBER 5
Presentation of Team Projects

JANUARY 16
Graduation Ceremony

* All Meetings will be held off site from 6:00pm - 8:00pm with a buffet style dinner and social period beginning at 5:45pm. Speaker will talk for 1 hour and there will be a 30-minute Q&A afterwards.
MARCH 14
The Importance of sizes for many years.
Organizational Development to companies of all
Dr. Shoultz's presentation. Dr. Shoultz earned his
reduces medical errors, litigation, and provider
CEO, “Being a good doctor is about more than
skills, and provide accountability for lasting
help identify and enhance innate leadership
In this seminar, Dr. Shoultz will help the
is certain to capture the audience's attention.
Program; and, a Fellow in the Respiratory
Haven Hospital; a Fellow in Clinical Epidemiology
Fellow in Pulmonary Medicine at Yale-New
Women's Hospital in Boston Massachusetts; a
Pulmonary at Yale. Dr. Shoultz earned his
baccalaureate degree from Case Western Reserve University.
Healthcare to engage Physician Leaders in a
Leadership and why it is imperative in today’s
Dr. James Stoller, Chairman of the Education
Carolina Hospital Association.
Blackmon Patient Safety Award from the South
Carolina Quality Forum and the 2009 Lewis
Improvement's National Forum. She has
attended many national conferences including the Institute for Healthcare
improvement at numerous national events
Donna has been an invited speaker on quality
Donna is also Co-Chair of the McLeod Health Quality
Donna has been an invited speaker on quality
Donna joined the McLeod team in 1997
and is currently responsible for the corporate
oversight of the Divisions of Clinical
Effectiveness, Service Excellence, Operational
Effectiveness, Risk Management, Epidemiology,
and Case Management, Donna is also Co-Chair of the
McLeod Health Quality Improvement Committee and a member of the McLeod
Regional Medical Center Community Board.
Donna has been an invited speaker on quality
improvement at numerous national events including
the Institute for Healthcare Improvement National Forums and Summits, the
National Patient Safety Foundation, the Annual
Patient Safety Congress, the National Quality Forum, and the American Hospital Association
Annual Meeting. Donna was the co-chairperson for the 2005 Institute for Healthcare
Improvement’s National Forum. She has
personally been honored by receiving the
Milliken Medal of Quality Award from the South
Carolina Quality Forum and the 2009 Lewis
Blackmon Patient Safety Award from the South
Carolina Hospital Association.

JUNE 13
Building Trust
Mr. Brian Jones, The Table Group
The Table Group, co-founded by the bestselling author; Patrick Lencioni, is an Organizational
Health Consulting firm, which focuses on
team building and employee engagement.

JULY 11
Conflict Management
Mr. Brian Jones, The Table Group
Conflict is inevitable and can be both positive
and negative. Although it is impossible to
eliminate conflict, it is prudent for healthcare
organizations to provide instruction for how to
deal with conflict in the workplace. As a follow
up to the seminar “Building Trust”, Mr. Jones’s
seminar will dive deeper into the concept of
Team Building, giving the participants advice and practical tools for learning how to deal with
Conflict Management among their peers.

AUGUST 15
The Resilient Physician/
Physician Burnout
Wayne Sotile, PhD
Physician burnout rates have never been higher.
And the quality and safety consequences of
compromised physician wellness have been
well-documented. Why do some physicians fall
in the face of change while others thrive?
Clinical psychologist and organizational
counselor, Dr. Wayne Sotile, has devoted his
career to answering this question.
This session provides physicians with an
engaging and compassionate “leadership and resilience check-up.” Participants gain insights from
structured self-assessments, guided discussions, and description of evidence-based
tactics and strategies that differentiate
physicians who thrive through change from
those who flounder in disillusionment and
burnout.
Dr. Sotile’s evidence-based strategies for
promoting physician engagement and resilience
stem from his work with the American Medical
Association as a consultant on physician
wellness; his 35 years serving as a therapist to physicians and their families;
his pioneering work in physician leadership
development; his consulting experiences with
leading healthcare organizations and medical
practices throughout the country; and, his
own landmark research on physician burnout, career
satisfaction, and medical family life.
As the co-author of landmark research on
physician burnout and medical family life (most
recently published in the 2012-13 peer-reviewed
textbook), and of the classics – The Resilient
Physician and The Medical Marriage – Dr. Sotile
is recognized as a pioneering, international
teacher on physician and medical family
health. This presentation captures both the
minds and hearts of even the most cynical of
physicians and shows why aligning passionately
with one’s organization is critical to individual,
medical family, and career satisfaction.

SEPTEMBER 12
Healthcare Finance
Mr. S. Fulton Ervin, III,
CFO, McLeod Health
In this seminar, the participants will gain tools and
techniques needed to review and
understand financial information for a healthcare
system. Mr. Ervin will introduce the participants

APRIL 18
Emotional Intelligence
Daniel Shoultz, M.Div, PhD
In this seminar, Dr. Shoultz will help the
participants assess challenges in the workplace,
help identify and enhance innate leadership
ability, foster the development of new leadership
skills, and provide accountability for lasting
change within a collaborative environment.
According to Dr. Darrell Kern, the American
Association of Medical College’s President and
CEO, “Being a good doctor is about more than
scientific knowledge. It also requires an
understanding of people.” Research suggests
that higher physician emotional intelligence
reduces medical errors, litigation, and provider
burnout and turnover, which can be costly to
hospitals. These concepts will be the basis of
Dr. Shoultz’s presentation. Dr. Shoultz earned his
Ph.D. from the University of South Carolina in
1990; his M.A. from the University of South
Carolina in 1988; and his M.Div. from Columbia
International University in 1983. He founded
Palmetto Counseling Associates in 1983, where
he has been providing Executive Coaching and
Organizational Development to companies of all
sizes for many years.

MAY 16
Process Improvement
Mrs. Donna Isgett, Sr. VP, McLeod Health
Mrs. Isgett’s presentation will give the
participants tools & techniques necessary to
take a recognized area of improvement; dissect
the current process to find the best solutions;
and, create a plan to improve the process for
better outcomes.
She will demonstrate how to use A3 thinking;
and, how McLeod Health uses this strategy as its
primary method for process improvement.
Please note, the class projects will require the
participants to complete an A3, so you don’t
want to miss this presentation! Donna Isgett,
MSN, is Senior VP of Corporate Quality and
Safety at McLeod Health. A native of Atlanta,
Georgia, Donna received her BS in Nursing from
Georgia State University and her MSN from
the Medical University of South Carolina in
Charleston. She spent the majority of her clinical
career as an emergency flight nurse.

JULY 11
According to Patrick Lencioni, teamwork remains
the ultimate competitive advantage, both
because it is so powerful and so rare.
Mr. Lencioni believes if you could get all the
people in an organization rowing in the same
direction, you could dominate any industry, in
any market, against any competition, at any
time. Based on his runaway best-seller, The Five
Dysfunctions of a Team, he uncovers the natural
human tendencies that derail teams and lead to
politics and confusion in many organizations.
Currently, Brian Jones, a Principal Consultant
with The Table Group, works regularly with CEOs
and executive teams in quickly and effectively
applying the concepts captured in all of Patrick
Lencioni’s books. During this seminar, Mr. Jones
will incorporate the major themes in Lencioni’s
books relating to team work and building trust.
He will give the participants advice and practical
tools for learning how to trust their co-
workers.
Brian Jones has over fifteen years of experience
helping organizations achieve real results in the
areas of organizational health and leadership
development. Over 15,000 executives have
participated in Brian’s off site seminars and workshops worldwide. Mr. Jones is also the co-
author of “Ordinary Greatness” (Wiley, 2009), a
book on employee engagement. He has been a
guest on National Public Radio and has been
quoted in USA TODAY, HealthLeaders, and other
national publications. Prior to joining The Table
Group in 2006, Mr. Jones was Director of People
Development at Baptist Health Care. Mr. Jones
was instrumental in that organization’s
recognition as Fortune’s “Best Places to Work”
for four consecutive years and the Malcolm
Baldridge National Quality Award. Brian was also a
Senior Consultant with The Leadership Institute.

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MARCH 14

The Importance of Physician Leadership
James K. Stoller, MD

Dr. James Stoller, Chairman of the Education Institute at the Cleveland Clinic, will deliver a compelling message regarding Physician Leadership and why it is imperative in today’s healthcare to engage Physician Leaders in a healthcare organization. He received his Medical Degree from Yale University and a Masters in Science of Organizational Development and Analysis from Case Western Reserve University. He was a Pulmonary Fellow at Brigham & Women’s Hospital in Boston Massachusetts; a Fellow in Pulmonary Medicine at Yale-New Haven Hospital; a Fellow in Clinical Epidemiology at Robert Wood Johnson Clinical Scholars Program; and, a Fellow in the Respiratory Care Unit at Massachusetts General Hospital. With Dr. Stoller’s extensive experience in Organizational Development, his presentation is certain to capture the audience’s attention.

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to financial terms and indicators necessary to analyze financial material in the healthcare industry. He will show the participants how to use the information to determine best practices for the organization. And, Mr. Ervin will give the audience a snapshot of McLeod Health’s current financial profile.

A native of Florence, SC, Mr. Ervin joined the McLeod team in August of 1997 as Controller. He was promoted to Chief Financial Officer in March of 2007 and has served as Sr. VP of Finance since February 2010. Mr. Ervin is responsible for the areas of Accounting & Finance, Business Services, Managed Care, Occupational Medicine, Payroll, Workers Compensation, Procurement Services, Real Estate, Registration, Reservations & Scheduling, Construction, Grounds Maintenance, Engineering and Telecommunications. A longtime member of the Healthcare Financial Management Association, Ervin graduated from Presbyterian College in 1979 with a BS in Business Admin/Accounting and later received an MBA from Francis Marion University in 1992.

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