
McLEOD PHYSICIAN LEADERSHIP ACADEMY 2018 COURSE SYLLABUS



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 Intensivist 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.

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 Kirch, 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.

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 Operations 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.

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 Baldrige National Quality Award. Brian was also a Senior Consultant with The Leadership Institute.

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 falter in the face of change while others thrive? Clinical psychologist and organizational consultant, 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 literature), and of the classics – *The Resilient Physician* and *The Medical Marriage* – Dr. Sotile is recognized as a pioneering, international thought leader on physician and medical family resilience. 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

JULY 11

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.

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 health care 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.*