

Physician Performance Management: A path to clinical excellence

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In the health care industry, we cannot afford (financially, culturally or clinically) anything but high performance organizations.

Research has shown that physician behavior is the number one consideration in reducing medical malpractice liability and improving patient safety (*Modern Physician*, January 2003). Yet, many organizations do not have the *culture of competence* required to nurture behaviors that support overall organizational performance.

This program will provoke your thinking about managing the performance of physicians and other providers, as well as improve your own practical skills.

- Human behavior in organizations – theory and reality of eliciting desired behaviors
- Establishing standards of behavior and performance – defining, measuring, interpreting and applying various instruments and methods
- Managing conflict – giving formal and informal feedback to different types of individuals in different situations
- Creating systems for reinforcing performance improvement
- Managing disruptive physician behavior and marginal performers
- What to do when behavior improves, and step by step analysis and discussion of what to do if it doesn't
- Dealing with clinician impairment for the good of the individual and organization
- The costs of doing nothing