

# CME Disclosure

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- Accreditation Statement
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- Designation of Credit
  - Studer Group designates this educational event for a maximum of 12 AMA PRA Category 1 Credits™. Physicians should only claim credit commensurate with the extent of their participation in the educational event.
- Disclosure Policy
  - Michael Hunn has disclosed that he does not have any relevant financial relationships with any commercial interests related to the content of this educational event.

## **Building a Spirit of Trust and Collaboration between Physicians and Administration**

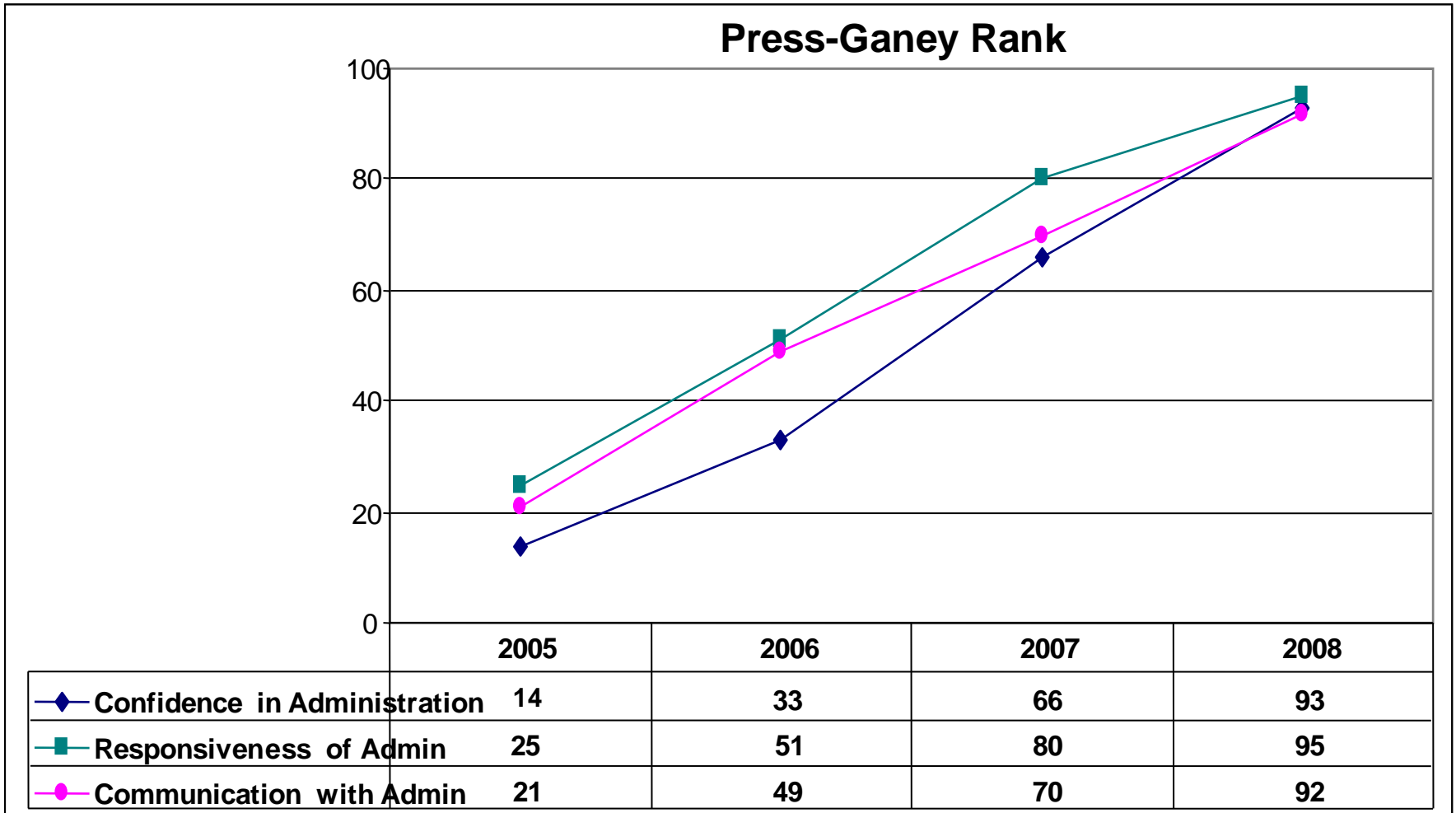
Michael Hunn, Chief Executive  
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Torrance, California

# Presentation Objectives

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- Learn what it takes to restore trust between the Medical Staff and Administration.
- Learn what the CEO and Hospital Leaders must do to restore confidence and build a true collaboration with the Medical Staff.
- Understand how to utilize Leader Rounding and Communication to harvest Reward and Recognition for Physicians!

# Building a Spirit of Trust and Collaboration



# Building a Spirit of Trust and Collaboration

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## **NOI:**

05=(**\$3.5M**); 06=\$4.5M; 07=\$6.9M; **08=\$9.6M**

## **EBITDA:**

05=\$14.7M; 06=\$23.7M; 07=\$25.6M; **08=\$28M**

## **MD SAT:**

05=27%; 06=59%; 07=78%; **08=89.4%**

# How do you restore trust?

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- Build Relationships – face time is key!
- Listen to the Physicians and follow up!
- 1:1 Visits the Physicians at his/her desk!
- Breakfast – Lunch – Dinner!

# CEO and Leadership Collaboration with the Medical Staff – Restoring Confidence

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- Weekly senior medical staff leadership lunch meeting with the CEO at his desk.
- Surrender all unilateral decision making – make decision with the Physicians.
- WWW Report Card Agenda for follow up on issues **GREEN**, **RED** or **YELLOW**.

# Senior Leader Rounding/Communication Physician Reward and Recognition

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- It's good to be seen and it's good to see YOU! 'Safety Vest' ROUNDING.
- Managing up Physicians to the Community, Staff and Patients.
- Bi-Annual Medical Staff Retreats.

# Physician Reward and Recognition Smile and the Whole World Smiles with YOU!

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- A picture is worth a 1000 words!

**Thank You!**

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