CME Disclosure

- Accreditation Statement
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- 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
Providence Little Company of Mary Medical Center
Torrance, California
Presentation Objectives

- 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

<table>
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<th>2005</th>
<th>2006</th>
<th>2007</th>
<th>2008</th>
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<tbody>
<tr>
<td>Confidence in Administration</td>
<td>14</td>
<td>33</td>
<td>66</td>
<td>93</td>
</tr>
<tr>
<td>Responsiveness of Admin</td>
<td>25</td>
<td>51</td>
<td>80</td>
<td>95</td>
</tr>
<tr>
<td>Communication with Admin</td>
<td>21</td>
<td>49</td>
<td>70</td>
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Press-Ganey Rank
Building a Spirit of Trust and Collaboration

<table>
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<th>Year</th>
<th>NOI</th>
<th>EBITDA</th>
<th>MD SAT</th>
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<td>($3.5M)</td>
<td>$14.7M</td>
<td>27%</td>
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<td>06</td>
<td>$4.5M</td>
<td>$23.7M</td>
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<td>$6.9M</td>
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<tr>
<td>08</td>
<td>$9.6M</td>
<td>$28M</td>
<td>89.4%</td>
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</table>

**How do you restore trust?**

- 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

- 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**

- It’s good to be seen and it’s good to see YOU! ‘Safety Vest’ ROUNDDING.
- 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!

• A picture is worth a 1000 words!

Thank You!

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