

HORTYSPRINGER PATHWAYS™

2024 LEADERSHIP TRAINING PROGRAM: *PROFESSIONAL PRACTICE EVALUATION...AND BEYOND*

DETAILED AGENDA

SESSION 2:

INFORMAL MEASURES & COLLEGIAL CONVERSATIONS

Friday, July 19, 2024 (12:00 pm – 2:00 pm Eastern)

The vast majority of modern peer review concerns are addressed through progressive, collegial efforts that promote retention and performance enhancement, rather than judgment, punishment, and exclusion from the medical staff. But, even when leaders are focused on informal, collegial efforts, planning a collegial conversation can bring up anxiety about the potential for confrontation. And, if implemented without careful planning, a collegial conversation can quickly devolve into a finger-pointing, stressful experience.

During this session, we will discuss the range of informal measures and collegial interventions available to Hospital and Medical Staff leaders, spending the majority of time emphasizing planning and the importance of maintaining a collegial tone throughout the process. It's easier said than done.

TOPICS TO BE COVERED:

- Deciding which, of many, progressive, collegial efforts (if any) is an appropriate response to a situation
- When should a practitioner be informed and asked for input?
- Inviting the practitioner to meet (what are the elements of good “notice”?)
- Deciding who will be present (who should you bring – and who can the practitioner bring?)
- Preventing retaliation and information leakage upfront
- Preparing your talking points
- Managing unexpected bumps in the road (e.g., what if the practitioner does not show?)
- Documenting a successful collegial intervention: Tone matters!

- When it's okay to skip documentation of a meeting
- Documenting an unpleasant collegial intervention
- Is follow-up required? Do leaders have to report the results of the intervention meeting up the chain?