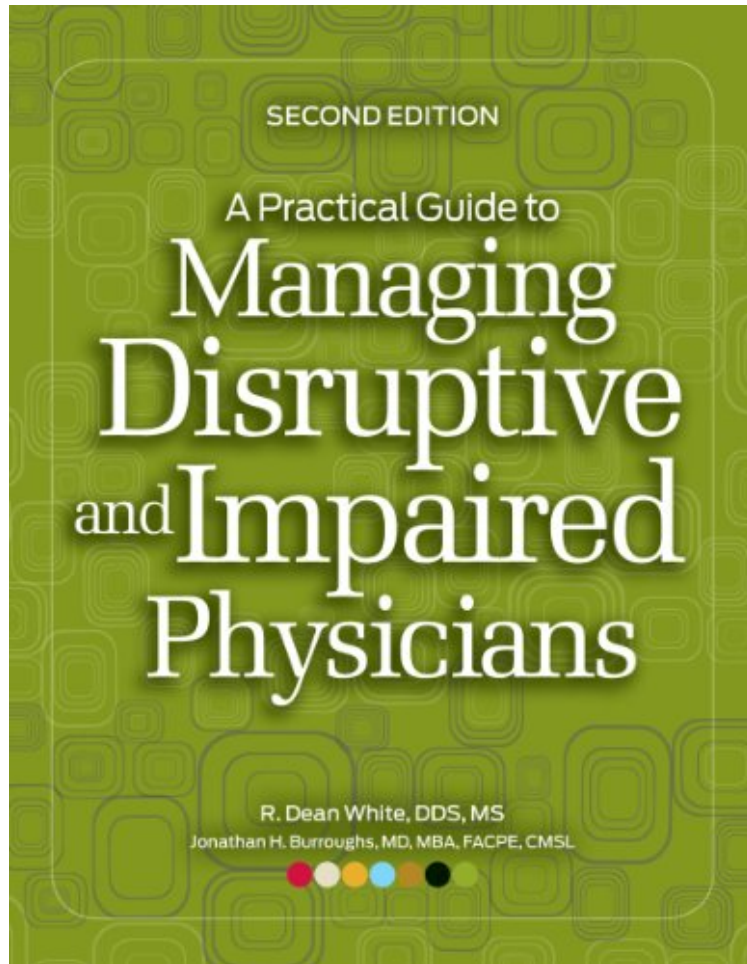


# A Practical Guide to Managing Disruptive and Impaired Physicians, Second Edition

*Greeley, White*

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Real-world solutions to problem physician behavior Don't let disruptive physician behavior negatively affect your hospital's operations or put your patients, staff, and colleagues at risk. This resource will help you implement a sound program to manage impairment and prevent disruptive physician behavior. - Stop disruptive physician behavior at the

door through good credentialing - Set and communicate clear expectations of behavior - Create policies and procedures using customizable samples - Provide feedback to physicians regarding their behavior - Identify when disruptive behavior is an indicator of impairment - Collaborate with physicians to successfully eliminate undesirable behavior - Learn when it is appropriate to take corrective action that limits a physician's membership and/or privileges - Comply with Joint Commission requirements Take a look at what's covered in this edition: - Additional insight into physician impairment - More than 30 new forms and policies - Real-world case studies that put theory into practice - Innovative solutions and insight provided by an in-the-trenches medical staff advisor The Table of Contents includes: - Disruptive behavior: What it is, and what it is not - The power of the pyramid: A common sense approach to physician behavior and performance - Credentialing: Stopping disruptive behavior at the door - Setting and communicating behavior expectations - Measuring problem behavior - Master the art of providing feedback - Managing poor performance: How to intervene to stop disruptive physician behavior - Managing the disruption of impairment - Taking corrective action: What to do when you reach the top of the pyramid - The critical role of the CEO and the board of trustees - The medical staff advisor - Laying down the law: Annotated legal cases of disruptive physician behavior Who will benefit? - Medical director - Quality director/manager - Chief executive officer - Chief operations officer - Chief medical officer - VPMA - Medical staff coordinator - Department chair - Wellness, peer review, and credentials committee chairs

About the AuthorR. Dean White, DDS, MS, has been involved in medical staff governance for the last 30 years. He has served in numerous medical staff leadership roles, including chairing the credentials and bylaws committees and serving as chief of the medical staff in 1999 and 2000 at Texas Health Harris Methodist HEB Hospital in the Dallas Fort Worth Metroplex. He served on the board of trustees of the same hospital for six years, and for the last eight years, he has held a part-time position as medical staff advisor. Jonathan H. Burroughs, MD, MBA, FACPE, CMSL (er), is a senior consultant with The Greeley Company. He works with medical staffs and boards throughout the country in the areas of governance, credentialing, privileging, peer review and performance improvement, medical staff development planning, strategic planning, and physician performance and behavior management. Dr. Burroughs is one of The Greeley Company's leading national speakers and also currently serves on the national faculty of the American College of Physician Executives, where he has been consistently rated as one of its top speakers and educators during the past five years.