

**SHM Practice Management Pre-Course  
Best Practices in Managing a Hospital Medicine Program  
May 14, 2009**

**Agenda**

- 8:00 – 8:05     Introductions and Course Overview  
                   John Nelson, MD
- 8:05 – 8:20     Program Overview  
                   Burke Kealey, MD
- Provide context and framework and briefly review highlights of the SHM survey of hospitalist productivity and compensation.
- 8:20 – 8:50     The Evolving Role of the Hospitalist: Defining Scope of Practice  
                   John Nelson, MD
- How is the scope of hospitalist work evolving? How should you negotiate scope and plan for ongoing changes and growth? What about new ideas such as surgical comanagement?
- 8:50 – 8:55     Added Perspective  
                   Joseph Li, MD
- 8:55 – 9:25     Building a State of the Art Practice Management Infrastructure  
                   Martin Buser, MPH, FACHE
- What infrastructure is needed to support an effective hospitalist practice? What types of staff & how many? How to scale infrastructure based on size of practice? Role of IT products?
- 9:25 – 9:30     Added Perspective  
                   Burke Kealey, MD
- 9:30 – 10:00    Recruitment and Retention Strategies  
                   Winthrop F. Whitcomb, MD
- What are creative recruitment strategies? How to build a strong internal culture? What are determinants of career satisfaction? Other retention strategies?
- 10:00 – 10:05   Added Perspective  
                   John Nelson, MD
- 10:05 – 10:15   Q&A  
                   Martin Buser, MPH, FACHE, Leslie Flores, MHA, Burke Kealey, MD, Joseph Li, MD, John Nelson, MD, Winthrop F. Whitcomb, MD
- 10:15 -10:30    Break

- 10:30 – 11:00 Staffing and Scheduling Options  
John Nelson, MD
- The relationship between workload and staffing requirements? What are options for coverage and scheduling?
- 11:00 – 11:05 Added Perspective  
Burke Kealey, MD
- 11:05 – 11:35 Effective Systems for Communication and Transitions of Care  
Joseph Li, MD
- When, what and how to communicate with referring physicians? With patients? Among the care team? What about internal communication?
- 11:35 – 11:40 Added Perspective  
John Nelson, MD
- 11:40 – 12:00 Q&A  
Martin Buser, MPH, FACHE, Leslie Flores, MHA, Burke Kealey, MD, Joseph Li, MD, John Nelson, MD, Winthrop F. Whitcomb, MD
- 12:00 – 1:00 Lunch
- 1:00 – 1:30 Leadership: The Crucial Ingredient  
Winthrop Whitcomb, MD
- What are the attributes of hospital medicine leaders? What are the skills and responsibilities of the hospitalist medical director? How much dedicated time and resources are required? How can leaders be positioned for success operationally and politically?
- 1:30 – 1:35 Added Perspective  
Martin Buser, MPH, FACHE
- 1:35 – 2:10 Rapid Fire Session  
Martin Buser, MPH, FACHE, Leslie Flores, MHA, Burke Kealey, MD, Joseph Li, MD, John Nelson, MD, Winthrop F. Whitcomb, MD
- A potpourri of practice management issues with a brief description of options for addressing them.
- 2:10 – 2:40 Performance Monitoring and Improvement  
Burke Kealey, MD
- What metrics should be monitored and reported on an ongoing basis? How to create a dashboard? How to impact patient satisfaction?
- 2:40 – 2:45 Added Perspective  
Winthrop Whitcomb, MD

- 2:45 – 3:00 Break
- 3:00 – 3:30 Collaborative Care Models  
Joseph Li, MD
- What are options for use of mid-levels? Dedicated vs. geographic case management?  
Models for interdisciplinary team rounding? Pros and cons of unit-based hospitalists?  
Surgical co-management models?
- 3:30 – 3:35 Added Perspective  
Martin Buser, MPH, FACHE
- 3:35 – 4:05 Compensation Plan Design  
John Nelson, MD
- Overview of the amount and method of compensation including review of survey data.  
Why and how of a productivity based compensation component?
- 4:05 – 4:10 Added Perspective  
Winthrop Whitcomb, MD
- 4:10 – 4:40 Demonstrating Value and Negotiating a Contract  
Martin Buser, MPH, FACHE
- What are key components of the hospitalist value proposition? How to make the case?  
What to keep in mind when negotiating a contract between hospital and hospitalist  
practice? What financial support structure options exist?
- 4:40 – 4:45 Added Perspective  
Joseph Li, MD
- 4:45 – 5:00 Q&A  
Martin Buser, MPH, FACHE, Leslie Flores, MHA, Burke Kealey, MD, Joseph Li, MD,  
John Nelson, MD, Winthrop F. Whitcomb, MD