

An Audio Conference: Disruptive Physician Behavior...and How to Deal with It

Thursday, June 29, 2006

1:00-2:30 pm (EST)
12:00-1:30 pm (CST)
11:00 am-12:30 pm (MST)
10:00 am—11:30 am (PST)

What You Will Learn in the 90 minute Audio Conference:

- How to define and recognize disruptive behavior
- How to distinguish between unconventional and truly disruptive behavior
- How to determine whether a situation in your practice warrants action
- When and how to intervene
- How to deal with the situation if your physician group leader is the problem
- Do's and don'ts
- When to get outside support
- What to do when nothing works

FOUR EASY WAYS TO REGISTER:

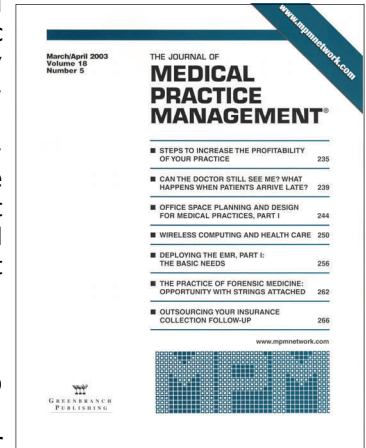
1. Register online at: <http://conference.mpmnetwork.com>
2. Call: (800) 651-7916
3. Fax registration form to: (800) 511-0048
4. Mail registration to:
iLinc Communications
Attn:
Seminar Registration
775 West 1200 North, Ste.
200, Springville, UT 84663

Physician behavioral issues take a toll on medical groups, and practice leaders often lack the basic tools to address them. Physicians behaving badly is far too common, and this kind of disruptive behavior comes with a price.

All too often, medical practice leaders and administrators look the other way when physicians are disruptive or behave inappropriately. They don't deal with bad conduct for a variety of reasons and allow physicians to continue to act out in ways that they would never tolerate from a staff member.

Do you recognize any of these behavioral issues?

- Unwillingness to adhere to practice policies
- Constant tardiness, disorganized, unable to maintain a schedule
- Unprofessional appearance or demeanor; poor bedside manner
- Unwillingness to see a full patient load, help out in a pinch, or assume responsibility
- Clinical "laziness" – not interested in keeping up on advances in the field; stubborn, inflexible
- Argumentative (always right, never wrong).
- Complaining to patients, staff, physicians outside the group about colleagues and internal matters
- Using critical, derogatory, foul, or crude language.
- Inappropriate expressions of anger, resentment, extreme negativity, moodiness, or irritability
- Threats of violence or legal action directed at staff, partners, patients.
- Offensive humor, sexual innuendo, sexual harassment.
- Unethical, illegal or unscrupulous behavior; lacking a sense of morality.




GREEN BRANCH
PUBLISHING



Our Expert Author and Speaker: Randy R. Bauman

Randy R. Bauman is president of Delta Health Care, based in Nashville. He has been actively involved in the business of physician practice for over 20 years, writing, speaking and consulting to improve economics and satisfaction in physician practices.

Prior to joining Delta Health Care, Mr. Bauman was a managing director with Chicago-based LINC Management Services and a management consultant with both Control Data Corporation and KPMG Peat-Marwick. He joined Delta in 1993 and developed the firm's expertise in mergers and group formations, which resulted in the creation of some of the largest and most successful medical groups in the country. His clients include physician practices, national hospital systems, not-for-profit hospitals, MSO's and national contract management companies.

CALL, CLICK, FAX OR MAIL (registration form on back of this sheet)

Register Today!

www.mpmnetwork.com

www.soundpractice.net

An Audio Conference:
Disruptive Physician Behavior...and How to Deal with It

**Yes! Sign Me Up for "Disruptive Physician Behavior...and How to Deal with It"
on Thursday June 29, 2006**

It's easy! You dial a toll-free number from your phone, put in a pin code and are connected to the call. Then, all you have to do is sit back and listen to the presentation! No special equipment is needed.

It's interactive! There will be a Question and Answer period at the end where you can anonymously ask questions by pushing a button on your telephone keypad.

It's convenient! You can call and listen in from anywhere ... your desk, your conference room, your home or your cell phone. And you don't have to spend money or extra staff time out of the office to go anywhere.

It's a bargain! It costs just \$196 to participate. And you can train your entire staff for this one low price. Just gather everyone around a speakerphone, listen as a group, and discuss the topic afterwards.

CALL , CLICK , FAX or MAIL!

- **Call** (800) 651-7916
- **Visit** <http://conference.mpmnetwork.com>
- **Fax** this form to (800) 511-0048

Mail this form to iLinc Communication Seminar Registration, 775 West 1200 North, Ste. 200, Springville, UT 84663

Name: _____
Organization: _____
Address: _____
City/State: _____
Zip code : _____
Phone : _____
Fax : _____
Email: _____

PLEASE SELECT

\$196 for live audio conference and program materials

\$196 for an audio CD or audiocassette of the audio conference plus program materials (shipped approximately three weeks after the program)

\$289 for live audio conference AND audio CD or audiocassette plus program materials (shipped approximately three weeks after the program)

Check Enclosed

Bill my credit card (your statement will reflect a charge by Greenbranch Publishing)

Visa

Amex

MasterCard

Account Number _____

Exp. Date _____

Signature _____

Registration



**GREENBRANCH
PUBLISHING**