



Medical Director Leadership Institute: Leading in the Time of COVID

October 7, 2021 through March 3, 2022

Course Objectives:

- Learn the skills of emotionally intelligent leaders.
- Demonstrate at least two new strategies for effective management of interpersonal teams.
- Understanding the impact of systemic racism on care delivery and develop strategies to address inequity in primary care.
- Identify strategies to better leverage data for improvement and population health.
- Gain competencies in influencing, motivating and negotiating.
- Learn skills on leading change toward telehealth, value-based care delivery or other changes.
- Understand key financial principles to succeed in your role.
- Develop resilience strategies to thrive over the long term.
- Identify 3-4 tools or ideas to bring back to your practice to address a current specific challenge.

Program Agenda		
<i>October 7 from 10am-1pm ET</i>		
Self as Leader	Time	Speaker
Program Overview and Introductions	10:00-10:30am	Louise Weed
Leading with authenticity during times of calm and crisis <ul style="list-style-type: none"> • Understand how leadership is defined and how it relates to your role. • Identify strategies to help you navigate and lead during times of crisis. 	10:30-11:15am	Roger Chaufournier
Break	11:15-11:30am	
Understanding the Self as Leader <ul style="list-style-type: none"> • Understand the self through the lens of a personal assessment tool. • Develop a deeper knowledge of your own work preferences and those of other people. • Identify strategies to work more effectively individually and in teams. 	11:30-12:45pm	Lindsay Hunt
Wrap-up and Review Action Period Assignment Develop a personal action plan to map your goals and strategy for the year ahead.	12:45-1:00pm	Louise Weed
<i>October 21 from 12pm-1pm ET</i>		
Content Review and Coaching Session Participants discuss challenges and learnings since last session. Opportunity for expert input and peer consultation.	12:00-1:00pm	Roger Chaufournier



November 4 from 10am-1pm ET		
Leading Teams through Change	Time	Faculty
Welcome and Ice-Breaker/warm-up	10:00-10:15am	Louise Weed
Burnout, Moral Injury, and Resilience <ul style="list-style-type: none"> Understand the impact of burnout and moral injury on individuals and teams Acknowledge the specific issues in health care that lead to higher levels of burnout Share experiences, create community Understand resilience, including the limitations of resilience 	10:15-11:00am	Jenny Azzara and Louise Weed
Break	11:00-11:10am	
Building Strong Teams <ul style="list-style-type: none"> Identify reasons for effective teams. Discuss features of high-performing teams. Develop strategies to improve your teams and build culture. 	11:10-12:10pm	David Margolius and Genevieve Daftary
Navigating Team Challenges: Building Performance through Feedback <ul style="list-style-type: none"> Examine how our own triggers affect feedback Identify how to apply the skill of coaching to feedback conversations Develop strategies to create a culture that promotes feedback. 	12:10-12:50pm	Jenny Azzara and Louise Weed
Wrap-up and Review Action Period Assignment	12:50-1:00pm	Louise Weed

November 18 from 12pm-1pm ET		
Mid-Feb Coaching call – Feedback Coaching Discuss challenges and learnings since last session. Opportunity for expert input and peer consultation.	12:00-1:00pm	Genevieve Daftary

December 2 from 10am-1pm ET		
Leading Improvement and Change	Time	Faculty
Welcome and Warm-up	10:00-10:20am	Louise Weed
Reimagining Primary Care in the new delivery system- How to Survive, Thrive and Lead through Redesign and Change <ul style="list-style-type: none"> Participants will be able to articulate the process of change. Participants will be able to develop an approach to managing a change process. 	10:20-11:20am	Roger Chaufournier
Break	11:20-11:35am	
Using Improvement Science to Drive Clinical Results Identify opportunities for standardization in ambulatory care and examples in clinical practice.	11:35-12:45pm	David Margolius &



<ul style="list-style-type: none"> Consider the role of transparency of measures and performance in driving improvement. Understand how processes can limit or enhance success. Discuss the stages of data grief and how to lead through them. Review strategies for clinical quality improvement. Apply DMAIC improvement tool to common Medical Director challenges 		Roger Chaufournier
Wrap-up and Review Action period assignment	12:45-1:00pm	Louise Weed

December 16 from 12pm-1pm ET		
Mid-month Coaching Call Discuss challenges and learnings since last session. Opportunity for expert input and peer consultation.	12:00-1:00pm	David Margolius

January 6 from 10am-1pm ET		
Teams 2.0/Culture of Belonging	Time	Faculty
Welcome and Warm-up	10:00-10:15am	Louise Weed
Equity and Racism and the Impact on Primary Care: What Physician Leaders Need to Know <ul style="list-style-type: none"> Understand the role of workforce equity in Primary Care Make the link between population health/ SDOH and workforce equity Understand the role of the Physician Leader in promoting and equitable and anti-racist workforce 	10:15-11:30am	Genevieve Daftary & Louise Weed
Break	11:30-11:45am	
Building a Culture of Belonging (Teams 2.0) <ul style="list-style-type: none"> Define a culture of belonging. Identify the conditions that contribute to a sense of belonging in an organization. Understand steps and techniques for creating a culture of belonging. 	11:45-1:00pm	Claire Pierre & Genevieve Daftary

January 20 from 12pm-1pm ET		
Mid-month Coaching Call Discuss challenges and learnings since last session. Opportunity for expert input and peer consultation.	12:00-1:00pm	Genevieve Daftary

February 3 from 10am-1pm ET		
Leveraging Key Organizational Partnerships	Time	Faculty
Welcome and Ice-breaker/Warm-up	10:00-10:15am	Louise Weed
Mastering Key Finance Fundamentals Understand the key finance fundamentals for running a primary care practice.	10:15-11:30	Bonnie Blanchfield
Break	11:30-11:40	



Human Resources Challenges: Difficult Conversations and Choices <ul style="list-style-type: none">Identify common HR pitfalls faced by clinical leaders and how to avoid them.Craft approaches to addressing complex human resource issues commonly faced in clinical practice.	11:40-12:15	Claire Pierre
Open Space Exercise An interactive exercise to surface and problem-solve on-going open questions and challenges.	12:15-12:45	Lindsay Hunt
Wrap-up and Review Action Period Assignment	12:45-1:00pm	Louise Weed

February 17 from 12pm-1pm ET

Mid-month Coaching Call Discuss challenges and learnings since last session. Opportunity for expert input and peer consultation.	12:00-1:00pm	Bonnie Blanchfield
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March 3 from 10am-1pm ET

Pulling it all Together	Time	Faculty
Welcome and Ice-breaker/Warm-up	10:00-10:15am	Louise Weed
Top 10 Tools and Strategies for Successful Clinical Leaders	10:15-11:00am	Roger Chaufourrier
Program Synthesis and Capstone Challenge Apply lessons learned from the course to strengthen your personal action plan.	11:00-12:00pm	Genevieve Daftary and David Margolius
Break	12:00-12:15pm	
Graduation and Reflection	12:15-12:45pm	Louise Weed
Close/Evaluation	12:45-1:00pm	Louise Weed