



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	
Self as Leader	
October 7 from 10am-1pm ET	Program Overview and Introductions
	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.
	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.
	Wrap-up and Review Action Period Assignment <ul style="list-style-type: none"> • Develop a personal action plan to map your goals and strategy for the year ahead.
October 21 from 12-1pm ET	Content Review and Coaching Session <ul style="list-style-type: none"> • Participants discuss challenges and learnings since last session. • Opportunity for expert input and peer consultation.
Leading Teams through Change	
November 4 from 10am-1pm ET	Welcome and Ice-Breaker/Warm-Up
	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



	<p>Building Strong Teams</p> <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. <p>Navigating Team Challenges: Building Performance through Feedback</p> <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. <p>Wrap-up and Review Action Period Assignment</p> <ul style="list-style-type: none"> • Develop a personal action plan to map your goals and strategy for the year ahead.
<p><i>November 18 from 12pm-1pm ET</i></p>	<p>Content Review and Coaching Session</p> <ul style="list-style-type: none"> • Participants discuss challenges and learnings since last session. • Opportunity for expert input and peer consultation.
Leading Improvement and Change	
<p><i>December 2 from 10am-1pm ET</i></p>	<p>Welcome and Warm-up</p> <p>Reimagining Primary Care in the new delivery system- How to Survive, Thrive and Lead through Redesign and Change</p> <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. <p>Using Improvement Science to Drive Clinical Results</p> <ul style="list-style-type: none"> • Identify opportunities for standardization in ambulatory care and examples in clinical practice. • 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 <p>Wrap-up and Review Action Period Assignment</p> <ul style="list-style-type: none"> • Develop a personal action plan to map your goals and strategy for the year ahead.
<p><i>December 16 from 12pm-1pm ET</i></p>	<p>Content Review and Coaching Session</p> <ul style="list-style-type: none"> • Participants discuss challenges and learnings since last session. • Opportunity for expert input and peer consultation.
Teams 2.0/Culture of Belonging	
<p><i>January 6 from 10am-1pm ET</i></p>	<p>Welcome and Warm-up</p> <p>Equity and Racism and the Impact on Primary Care: What Physician Leaders Need to Know</p> <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



	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.
	Wrap-up and Review Action Period Assignment <ul style="list-style-type: none">• Develop a personal action plan to map your goals and strategy for the year ahead.
<i>January 20 from 12pm-1pm ET</i>	Content Review and Coaching Session <ul style="list-style-type: none">• Participants discuss challenges and learnings since last session.• Opportunity for expert input and peer consultation.
Leveraging Key Organizational Partnerships	
<i>February 3 from 10am-1pm ET</i>	Welcome and Ice-breaker/Warm-up
	Mastering Key Finance Fundamentals <ul style="list-style-type: none">• Understand the key finance fundamentals for running a primary care practice.
	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.
	Wrap-up and Review Action Period Assignment <ul style="list-style-type: none">• Develop a personal action plan to map your goals and strategy for the year ahead.
<i>February 17 from 12pm-1pm ET</i>	Content Review and Coaching Session <ul style="list-style-type: none">• Participants discuss challenges and learnings since last session.• Opportunity for expert input and peer consultation.
Pulling it all Together	
<i>March 3 from 10am-1pm ET</i>	Welcome and Ice-breaker/Warm-up
	Program Synthesis and Capstone Challenge <ul style="list-style-type: none">• Apply lessons learned from the course to strengthen your personal action plan.
	Graduation and Reflection
	Course Evaluation