



**Medical Director Leadership Institute:  
Leading in the Time of COVID**  
*October 6, 2022 through March 2, 2023*

**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.

Theme: Self as Leader		Time	Description
October 6, 2022	<b>Program Overview and Introductions</b>	30 min	
	<b>Leading with authenticity during times of calm and crisis</b>	45 min	<ul style="list-style-type: none"><li>• Understand how leadership is defined and how it relates to your role.</li><li>• Identify strategies to help you navigate and lead during times of crisis.</li></ul>
	<b>Break</b>	15 min	
	<b>Understanding the Self as Leader</b>	75 min	<ul style="list-style-type: none"><li>• Understand the self through the lens of a personal assessment tool.</li><li>• Develop a deeper knowledge of your own work preferences and those of other people.</li><li>• Identify strategies to work more effectively individually and in teams.</li></ul>



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	<b>Wrap-up and Review Action period assignment</b>	15 min	<ul style="list-style-type: none"><li>• Develop a personal action plan to map your goals and strategy for the year ahead.</li></ul>
October 20, 2022	<b>Mid-month Coaching Session</b>	60 min	
<b>Theme: Leading Teams through Change</b>		<b>Time</b>	<b>Description</b>
	<b>Welcome and Ice-Breaker/warm-up</b>	20 min	
	<b>Burnout, Moral Injury, and Resilience</b>	45 min	<ul style="list-style-type: none"><li>• Understand the impact of burnout and moral injury on individuals and teams</li><li>• Acknowledge the specific issues in health care that lead to higher levels of burnout</li><li>• Share experiences, create community</li><li>• Understand resilience, including the limitations of resilience</li></ul>
	<b>Break</b>	15 min	
November 3, 2022	<b>Building Strong Teams</b>	45 min	<ul style="list-style-type: none"><li>• Identify reasons for effective teams.</li><li>• Discuss features of high-performing teams.</li><li>• Develop strategies to improve your teams and build culture.</li><li>• Identify reasons for effective teams.</li><li>• Discuss features of high-performing teams.</li><li>• Develop strategies to improve your teams and build culture.</li></ul>



	<b>Navigating Team Challenges: Building Performance through Feedback</b>	45 min	<ul style="list-style-type: none"> <li>• Examine how our own triggers affect feedback</li> <li>• Identify how to apply the skill of coaching to feedback conversations</li> <li>• Develop strategies to create a culture that promotes feedback.</li> </ul>
	<b>Wrap-up and Review Action Period Assignment</b>	10 min	
November 17, 2022	<b>Mid-month Coaching call</b>	60 min	
<b>Theme: Leading Improvement and Change</b>		<b>Time</b>	<b>Description</b>
December 1, 2022	<b>Welcome and Warm-up</b>	20 min	
	<b>Reimagining Primary Care in the new delivery system- How to Survive, Thrive and Lead through Redesign and Change</b>	60 min	<ul style="list-style-type: none"> <li>• Participants will be able to articulate the process of change.</li> <li>• Participants will be able to develop an approach to managing a change process.</li> </ul>
	<b>Break</b>	15 min	
	<b>Using Improvement Science to Drive Clinical Results</b>	60 min	<ul style="list-style-type: none"> <li>• Identify opportunities for standardization in ambulatory care and examples in clinical practice.</li> <li>• Consider the role of transparency of measures and performance in driving improvement.</li> <li>• Understand how processes can limit or enhance success.</li> <li>• Discuss the stages of data grief and how to lead through them.</li> <li>• Review strategies for clinical quality improvement.</li> <li>• Apply DMAIC improvement tool to common Medical Director challenges</li> </ul>
	<b>Wrap-up and Review Action period assignment</b>	15 min	



December 15, 2022	<b>Mid-month Coaching Call</b>	60 min	
<b>Theme: Teams 2.0/Culture of Belonging</b>		<b>Time</b>	<b>Description</b>
January 5, 2023	<b>Welcome and Warm-up</b>	15 min	
	<b>Equity and Racism and the Impact on Primary Care: What Physician Leaders Need to Know</b>	75 min	<ul style="list-style-type: none"> <li>• Understand the role of workforce equity in Primary Care</li> <li>• Make the link between population health/ SDOH and workforce equity</li> <li>• Understand the role of the Physician Leader in promoting and equitable and anti-racist workforce</li> </ul>
	Break	15 min	
	<b>Building a Culture of Belonging</b>	75 min	<ul style="list-style-type: none"> <li>• Define a culture of belonging.</li> <li>• Identify the conditions that contribute to a sense of belonging in an organization.</li> <li>• Understand steps and techniques for creating a culture of belonging.</li> </ul>
January 21, 2023	<b>Mid-month Coaching Call</b>	60 min	
<b>Theme: Leveraging Key Organizational Partnerships</b>		<b>Time</b>	<b>Description</b>
February 2, 2023	<b>Welcome and Ice-breaker/Warm-up</b>	15 min	
	<b>Mastering Key Finance Fundamentals: Part 1</b>	105 min	<ul style="list-style-type: none"> <li>• Understand the key finance fundamentals for running a primary care practice.</li> </ul>
	Break	15 min	
	<b>Mastering Key Finance Fundamentals: Part 2</b>	45 min	<ul style="list-style-type: none"> <li>• Understand the key finance fundamentals for running a primary care practice.</li> </ul>
February 16, 2023	<b>Mid-month Coaching Call</b>	60 min	



<b>Theme: Pulling it all Together</b>		<b>Time</b>	<b>Description</b>
March 2, 2023	<b>Welcome and Ice-breaker/Warm-up</b>	10 min	
	<b>Top 10 Tools and Strategies for Successful Clinical Leaders</b>	45 min	
	<b>Break</b>	10 min	
	<b>Program Synthesis and Capstone Challenge</b>	75 min	• Apply lessons learned from the course to strengthen your personal action plan.
	<b>Personal Reflection, Debrief, and Graduation</b>	30 min	
	<b>Close/Evaluation</b>	10 min	