

An Audio conference from The Journal of Medical Practice Management® and Randy Bauman, Delta Health Care – Back by Popular Demand!

Disruptive Physician Behavior and How to Deal with It

Join us Thursday, June 28, 2007

1:00-2:30 p.m. (Eastern)
 12:00-1:30 p.m. (Central)
 11:00 a.m.-12:30 p.m. (Mountain)
 10:00 a.m.-11:30 a.m. (Pacific)

\$227 per call-in line. One registration fee lets your entire staff listen in! Save money - no travel expenses!

----> This audio conference broke records in 2006 for attendance!
 Don't miss it this year! <----

Sign up today at <http://conference.mpmnetwork.com>

Physician behavioral issues take a toll on medical groups, and practice leaders often lack the basic tools to address them. Physicians behaving badly are 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? If so, this audio conference will show you how to recognize and manage chronic disruptive behavior instead of looking the other way.

- *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

①

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

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

As a bonus, at the end of the session, you'll have the opportunity to pose your questions in real time to Randy Bauman.

Our Expert Speaker:

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.

Moderator: Nancy Collins, Publisher of The Journal of Medical Practice Management?

Program Materials and hand-outs will be provided approximately one week before the program date via e-mail with PDF links. Make copies for the attendees in your office!

Day not convenient for you? You have an option of purchasing a CD-ROM of the conference plus the program materials. Order the CD-ROM at <http://conference.mpmnetwork.com>



Pricing:
=====

- * \$227 for live audio conference and program materials
- * \$227 a CD-ROM of the audio conference plus program materials
- * \$299 for BOTH the live audio conference and the CD-ROM (and program materials)

Participation in the call is \$227 per site and allows access to one phone line for an unlimited number of people to listen.

Register at: <http://conference.mpmnetwork.com> or call (866) 710-6338

Here's how the audio conference works:

- * 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 \$227 to participate.

Submit your questions:
=====

We invite you to submit your questions in advance. We plan to answer your questions during the live audio conference. However, time constraints limit the number of questions that can be answered the Q&A session.

Five easy ways to register:

1. Register online at: <http://conference.mpmnetwork.com>
2. Copy and paste the registration form below into a new email fill the fields in and e-mail to: events@meetingone.com
3. Call: (866) 710-6338
4. Fax registration form to: (303) 623-1294
5. Mail registration to:

MeetingOne Events
999 18th Street
Suite 1401, North Tower
Denver, CO 80202
Email Registration:

③

<--- Copy email text below, paste into NEW email, fill-in fields, and email to events@meetingone.com--->

Name:

Title:

Company:

Type of Organization:

Address:

City:

State:

Zip Code:

Telephone:

Fax:

E-mail:

Pricing:

\$227 per dial-in telephone line per site to participate in the live program and receive the conference materials. No limit in number of participants per site.

~~\$227 for the recorded audio conference on CD and conference materials if you cannot participate in the live program (Materials shipped approximately three weeks after the program.)~~

\$299 for the live program PLUS the recorded audio conference on CD and conference materials. (Materials shipped approximately two weeks after the program.)

CD

Check Enclosed

Charge my credit card (check one):

AMEX MasterCard VISA

Card Number:

Expiration Date:

Name on Card:

Security Code from Back of Card:

<--- End email copy text --->

We hope you find these notices of educational opportunities

4

valuable. We also understand that you may choose to have them discontinued. If you don't want us to notify you in the future, simply send a reply to nothanks@greenbranch.com and you will be taken off our list immediately.

The use of your email address is only for updating you about educational materials and events offered by Greenbranch Publishing. We do not trade, sell or provide your email address to any outside party, under any circumstances.

- <http://www.shopmpm.com>
- <http://www.mpmnetwork.com>
- <http://www.soundpractice.net>
- <http://www.mpmbuyersguide.com>

(410) 329-9788 phone