



With all of the different trends and initiatives impacting healthcare and physicians, there is a constant need for training and education at all levels within the organization. Change is omnipresent and affects every member of care teams, making it hard to keep up with new initiatives, technology and objectives. Add to this dynamic environment a rising risk of physician stress and burnout¹, it becomes increasingly more difficult to achieve organizational goals. Failure to manage change and stress effectively can result in strained relationships, suboptimal outcomes for patient care and safety, and reductions in overall engagement and productivity.

For some, change is good.

It is welcomed, if not embraced, and represents better ways of doing things.

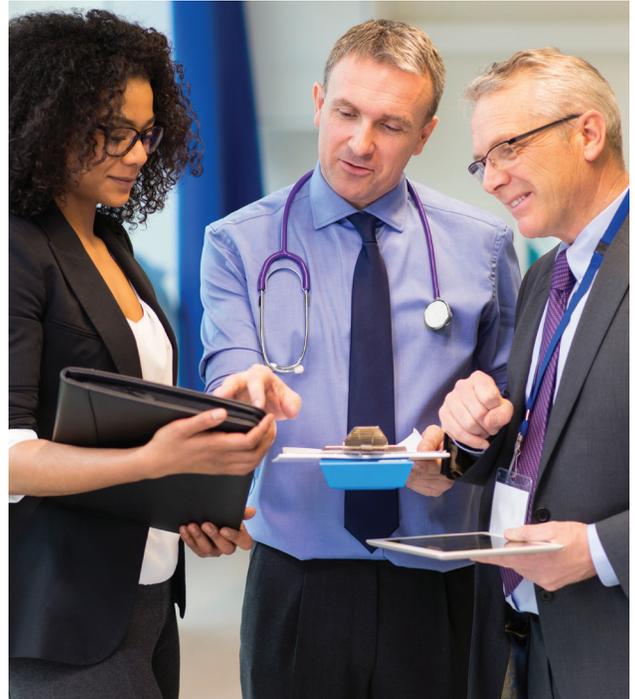
At the opposite end of the spectrum, change can cause anxiety, leading to behavioral issues or lack of engagement. If not managed properly, change can cause conflict, with significant disruptions in team or departmental communications, processes and relationships. The results can be poor morale, increased turnover, operational issues, reduced productivity; all with potentially negative impacts on patient safety and quality of care.

We can help.

We have deep experience in healthcare, especially assisting physicians and providers in dealing with the challenges facing their profession. Our physician consultants and experienced PhD and master's level licensed mental and behavioral health counselors have proven effective standard training programs, as well as customized sessions with content developed to meet the specific needs of your organization.

VITAL for Physicians Training & Education

Pathways to Well Being



PHYSICIAN TRAINING & EDUCATION:

One-to-many, informational sessions to learn workplace well-being best practices, such as:

- Dealing Effectively with Change
- Resiliency
- Stress & Burnout
- Conflict in the Workplace
- Grief & Loss
- Crucial Communication
- Managing Personal & Professional Relationships
- Team Building
- Conflict Resolution & Mediation
- Management & Executive Coaching
- Time Management
- Work & Life Balance
- Developing Behavioral Policies



- Available as standard sessions or expanded workshops (onsite only) for more in-depth content
- Pre and post session surveys to measure organizational attitudes, knowledge and needs
- Flexibility to deliver training material in person, online or telephonically
- Keynotes Presentations at Conferences, Conventions or Meetings
- Custom training for organizations or individuals, including large-scale cultural change methods to improve performance

Training programs help physicians and clinical teams, as well as leadership and administrators, to understand a variety of challenging dynamics and learn how to address issues in their organizations in an effective and productive manner. Here are a few of the course examples:

Dealing Effectively With Change

Change has become a constant in healthcare. Healthcare reform and initiatives such as EMR implementation, medical home and ACOs, trends like increased employment of physicians, organizational consolidation and use of more allied health professionals have created uncertainty, anxiety and stress among physicians and healthcare staff at all levels. Unfortunately, this comes at a time when it's never been more important to have an engaged and committed staff focused on working as a team to achieve patient safety and quality of care goals, not to mention cost savings and operational efficiencies.

TEAMS: Understanding and Managing Change

LEADERSHIP: Leading Through Change

Conflict in the Workplace

Conflict is increasing—at home and at work. In healthcare, the negative effects are becoming major hindrances to communications and relationships among leaders, physicians, clinicians, support staff and even patients. Potential consequences are patient safety and quality of care, as well as staff morale, retention and recruitment, and downstream effects on patient satisfaction, reimbursements related to medical errors, accreditation and other direct and indirect costs. Training helps healthcare organization administrators, teams and physicians tackle the issues of conflict and incivility to create a culture of respect.

TEAMS: Identifying & Resolving Workplace Conflict

LEADERSHIP: Creating a Culture of Civility



Custom Training

Looking for a specific training or need help with a unique issue challenging your physicians or your organization? We can help. We build pathways to well being, sustainable healthy behaviors to help your organization be more productive. Let us know what challenges you have not been able to resolve and we will be happy to connect you to a physician consultant or an experienced PhD and master's level licensed mental and behavioral health counselor.

"Physician Stress & Burnout National Survey," VITAL WorkLife and Cejka Search, accessed 02/09/2015, <http://www.VITALWorkLife.com/survey/Stress>



**For additional information, visit VITALforPhysicians.com
or call 877.731.3949.**