

CTI

Leadership | Strategy | Innovation

MEDICAL  
STAFF  
SERVICES

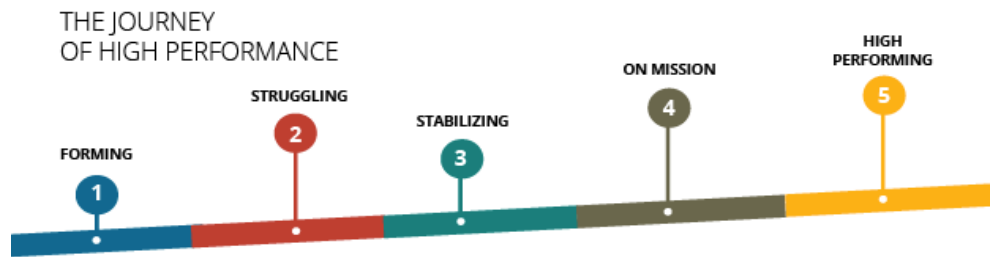


## MEDICAL STAFF SERVICES

Any healthcare organization is only as good as its medical staff. The strategy to improve the Quad Aim of patient safety, quality of care, patient and physician experiences and value is highly dependent on the effectiveness of the medical staff from the Medical Executive Committee to the physician leader, and to the individual physicians. In today's dynamic healthcare environment, the challenges facing medical staff leadership are many.

CTI can help. We specialize in optimizing medical staff and engaging physicians to collaborate, innovate, and obtain meaningful, sustainable change by improving medical staff performance at all levels.

## THE JOURNEY OF HIGH PERFORMANCE



### MEDICAL EXECUTIVE COMMITTEE (MEC)

Many of the challenges healthcare organizations face today are related to ancient and ineffective medical staff organization and governance, which are not designed for the way medicine works today and in the future. CTI can evaluate and help transform your MEC with these services:

**MEDICAL EXECUTIVE COMMITTEE ASSESSMENT** including organization, bylaws, assigned functions, outcomes, productivity, leadership skills, and feedback from medical staff.

**MEC STRATEGY DEVELOPMENT** helping MEC transition from reactive operational focus to high performing strategic focus including the creation a common vision and alignment to the strategic goals of the organization and its board,

**MEDICAL STAFF GOVERNANCE** redesigned for optimal performance, including bylaws, roles and responsibilities, performance and quality indicators. Addressing essential questions such as: why we exist, how we behave, what we do, how we will succeed, what is important right now, and who must do what.

**MEDICAL STAFF MEETING EFFICIENCY** to ensure standardized meeting formats that are efficient, engaging and productive.

**MEC COACHING** sessions are dedicated to helping MEC leaders and COS define and achieve their goals through a dynamic and flexible partnership that meets the

Medical Staff   Chairs & Dyads   MEC   Chief of Staff   CMO



unique needs of MEC members and results in specific, measurable performance outcomes.

**PEER REVIEW TRAINING** covering strategies and skills for building a culture that fosters and supports effective peer review, including OPPE, FPPE, and physician core competencies, responsibilities of peer review committees, ways to reduce bias, linking peer review to quality initiatives, and best practices for providing performance feedback.

**CREDENTIAL & PRIVILEGING TRAINING** covering principles of effective credentialing and privileging, roles and responsibilities involved, the implications of legal precedent, best practice approaches to delineation of clinical privileges, proper use of temporary privileges, managing inter-specialty turf battles, and more.

**LEADERSHIP TRAINING** focused on rigorous, experiential learning that is custom-fit for each client, resulting in improved performance. Our renowned Leadership Institute has prepared hundreds of clinicians and executives for leadership roles and helped to create cultures of engagement and productivity.

## CHIEF OF STAFF/CHIEF MEDICAL OFFICER

**THE CHIEF OF STAFF (COS)** plays an extremely important role in engaging the medical and driving clinical performance and yet many assume its responsibilities without adequate preparation. With service term averaging two years, Chiefs of Staff often spend the better part of their first year getting up to speed. CTI can help accelerate COS effectiveness in many ways:

**COS READINESS ASSESSMENT** using a proprietary tool that measures new or potential Chiefs of Staffs' leadership readiness and identifies strengths and needed development skills for success in their role.

**LEADERSHIP ASSESSMENT** provides a comprehensive feedback of leadership skills and competencies from the perspectives of the CMO/COSs' peers, CMO/CSO, CEO, and medical staff at large. Coupled with coaching, CMO/COS success in their leadership role is enhanced.

**LEADERSHIP TRAINING BOOT CAMPS** focused on medical staff governance and leadership skills necessary for success, resulting in improved performance.

**COACHING SESSIONS** dedicated to helping existing and new CMO/COS define and achieve their leadership goals including leading MEC through change resulting in specific, measurable outcomes.

**SUCCESSION PLANNING** focuses on a long-term strategy to identify, recruit, and prepare future leaders who are most likely to succeed.

## MEDICAL STAFF

Building and maintaining a high-quality, engaged, and effective medical staff is the most important challenge facing healthcare leaders today. Beginning with attracting and retaining the right talent to engaging them as active collaborators and ensuring their joy in practice, attention to the medical staff is the surest path to patient satisfaction and better health outcomes.

### Our services in this area include:

- Improving Your Physician Recruitment Process
- New Physician Onboarding
- Helping Medical Staff Deal with Continuous Change
- Resilience Training and Burnout Prevention
- Hassle Factor Index™: Identify and Eliminate Obstacles to Bring the Joy of Practice back
- Physician Mentor Development
- Disruptive Behaviors Assistance
- Physician Leadership Training

## CHAIRS & DYADS

Department chairs and dyad leadership teams of physicians and other clinicians or administrators must work in concert and employ a holistic approach to meeting daily challenges and execute a clear strategy to achieve the overall mission.

**DEPARTMENT OR SECTION CHIEF ASSESSMENT** provides a 360° assessment of leadership skills and competencies from the perspectives of the candidates' peers, superiors, and subordinates.

**CHAIR OR SECTION CHIEF COACHING** to help the chairs navigate the demands of their roles and achieve their objectives.

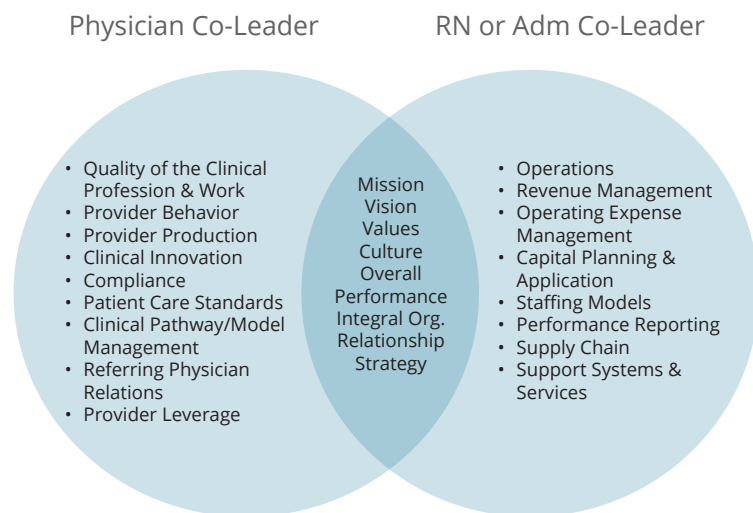
**CHAIR READINESS ASSESSMENT** using a proprietary tool that measures new or potential chair's leadership readiness and identifies strengths and needed development skills for success in their role.

**NEW CHAIR ONBOARDING** prepares incoming chairs to their new leadership role by focusing them on the strategic objectives of the organization and preparing them to transition from clinician to clinician leader with the essential leadership and management skill required to be successful.

**DYAD STRUCTURE AND TRAINING** for leadership teams to plan effective structures, maximize communication and collaboration and optimize performance.

**DYAD COACHING** guides individuals, teams, and groups to alignment of organizational, professional and personal goals through personal strategy maps and interactive planning.

## DYAD MODEL





[ctileadership.com](http://ctileadership.com)

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“ CTI is the fourth consultant group we’ve had evaluate our 300 bed hospital in the last 10 years but the first to sustain a comprehensive re-structure of our medical staff. I’ve been impressed with their insight, patience, and commitment. ”

*-Dr David Grant , Chief of Staff  
UP Marquette*

“ Expertise, Innovation, and Partnership are what you get with Mo Kasti and CTI. Their unique and tailored approach to enhancing medical staff leaders and redesigning medical staff governance serve as strategic accelerators to creating a system that will deliver highly reliable, quality healthcare to our patients. ”

*-Brian Sinotte, FACHE, CEO  
UP Health System Marquette*

## ABOUT CTI

CTI helps healthcare leaders improve the clinical performance of their organizations. By focusing on five core elements required for success – leadership, strategy, culture, innovation and performance – we partner with our clients to achieve transformational change.

CTI has special expertise in clinical staff performance, aligning and engaging physicians, nurses, and others to optimize the quality of care and minimize risk.

Our solutions are entirely customized and embedded into the foundation of the client organization, resulting in significant, sustainable, and measurable improvements.