

Make problem physician behavior a thing of the past.

The Greeley Company's team of physician consultants has helped dozens of hospitals throughout the country with various needs in resolving urgent and chronic behavioral issues. We can help your organization:

- Address systemic causes of chronic behavioral issues
- Train medical staff leaders to carry out interventions in a sensitive and non-confrontational manner
- Understand the supportive role that management, such as the VPMA or CMO, can play
- Educate the medical staff on the hospital's stance on disruptive behavior
- Improve patient safety with a consistent model for professional conduct
- More easily identify and deal with subtle instances of disruptive behavior
- Strengthen your professional conduct policies and procedures
- Train physicians to understand how their actions affect other individuals and the organization
- Stop unprofessional physician behavior at the door through good credentialing
- Take corrective action, when necessary, that limits a physician's membership and privileges
- Get medical staff buy-in to your policies for preventing and dealing with disruptive behavior

Need assistance with an acute behavioral issue?

When you need assistance confronting a disruptive physician, The Greeley Company can help you assess the situation, carry out an intervention on your behalf, and provide the tools you need to follow up. Whether your initial attempts to address the issue have not been successful, or you are looking for an approach to help a physician improve his or her conduct post-intervention, we can help you develop efficient and effective solutions. This typically includes a senior physician consultant providing a combination of the following:

- Pre-visit planning call with medical staff and hospital leaders
- Offsite review of documentation, including bylaws, professional conduct policy and procedure, correspondence, and more
- Onsite interviews with medical staff, hospital leaders, senior management, risk management, members of the governing board, hospital attorneys, nursing staff, and the physician in question
- Meeting with medical staff and hospital leaders to share results and design an approach
- Follow-up monitoring with implementation of an improvement plan
- Consultant evaluation, intervention, and development of an improvement plan with the physician in question

**Unfortunately, it is not easy to confront physicians about their behavior.
The Greeley Company can help.**