



## Addressing Disruptive Physician Behavior

Remember the last time you had a distressed physician, or one with a communication or practice style that puts everyone on the care team on edge or causes them to be concerned? Or worse yet, have patients complaining?

These behaviors impact patient satisfaction, retention, interpersonal and care team relationships across the organization—and can even lead to medical errors. Often when this type of serious behavior occurs, the physician is referred to VITAL WorkLife to participate in our Physician Intervention program.

VITAL WorkLife provides a proven, research-based Physician Intervention process to help healthcare organizations deal compassionately with disruptive physicians.

### Helping You Retain a Valued Physician

Our Physician Intervention program can help you make management decisions, reduce litigation risks and avoid the potential costs of hiring and onboarding a replacement. We help you retain a valued physician, when possible, by effectively addressing disruptive behaviors to help bring your physician back to being a fully productive member of your medical staff.

This solution is a leadership tool that provides a clear path for both the organization and the referred physician to work together in addressing the concerns that led to the intervention.

**89%** *Of our clients believe the physician improved or resolved the issue by utilizing our program.*

**94%** *Of our clients were satisfied & would recommend our Physician Intervention solution.*

**95%** *Of our clients believe VITAL WorkLife was a helpful resource in changing behavior.*

### Why VITAL WorkLife?

- Over 10 years of working directly with physicians and healthcare organizations delivering intervention programs
- Experience managing extensive Physician Intervention cases with numerous healthcare clients nationwide
- Our Clinical Leads average over 20 years of experience working with medical professionals
- We work closely with the organization and physician for up to a year, offering support and accountability for sustainable behavior change

## Physician Intervention: How It Works

### Phase 1: Initial Organization Consultation

- Conducted with key organizational stakeholders
- Discoveries reviewed by our multi-disciplinary team
- Written recommendations presented to organization by Clinical Lead and Account Executive
- Depending on findings and nature of physician behaviors, organization may choose to address issues internally
- If organization proceeds with full Physician Intervention, the initial organization consultation fee is applied

### Phase 2: Physician Assessment

- Conducted by multi-disciplinary intervention team (consulting physicians and licensed mental and behavioral health consultants)
- Goal to identify strengths and challenges related to referred physician's leadership, teamwork and communication, and discover underlying causes for behavior or performance issues identified in the organizational consultation
- When complete, multi-disciplinary team determines recommendations (referrals for coaching, classes, counseling and/or a diagnostic clinical evaluation)
- Written summary report is reviewed first with the organization, then with the physician


### Phase 3: Case Management

- If recommendations are accepted, Clinical Lead coordinates referrals, provides background to referral resources, follows up and manages the effectiveness of the program for up to one year
- Critical to ensuring follow-through and necessary behavior changes by physician
- Strategies continually reviewed to ensure the physician and organization are addressing identified problem areas and related issues in a healthy, productive manner
- Consultation with organization further ensures follow-up procedures are in place, along with applicable licensure and reporting considerations

### Phase 4: Final Organization Consultation

- Occurs when all stakeholders and Clinical Lead agree goals of intervention have been accomplished and/or no further value to case management
- Clinical Lead submits a closing summary to the organization

***Our goal is to help the organization retain a valued physician, when possible, by effectively addressing problem behaviors to help bring your physician back to being a fully productive member of your medical staff.***



***“The performance of the physician was substantially improved, increasing productivity and easing tension among team members. Additionally, we were able to retain a valuable employee and avoid the high costs of recruitment and loss of productivity.”***

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**Sal Mancino,**

Director of Human Resources, Stamford Health

***We help organizations, teams & individuals to be their best.***

VITAL WorkLife, Inc. is a national behavioral health consulting practice supporting all dimensions of well being. Our solutions are designed to meet the unique needs of physicians and healthcare organizations surrounding physician performance, satisfaction and retention. Our unique offerings include confidential support for physicians and providers, behavioral intervention programs, peer coaching, consulting, critical incident resources and a robust employee assistance program.

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***Want to learn more about Physician Intervention program?***

Visit us online at **VITALWorkLife.com** or contact us at **877.731.3949**