

Nurse-Physician Relationships
Presentation Content

Joseph S. Bujak, MD, FACP

1. Cultural differences: Oil and Water
 - a. Expert culture versus Affiliative or Collective culture
 - b. Distributive justice versus Procedural justice
2. Perception, Communication and Motivation: “What we have here is a failure to communicate!”
 - a. Perception is reality
 - b. Logging in-Speaking in the language of the receiver
 - c. Preference styles
 - d. Influencing motivation and behavior
3. Coaching/teaching/mentoring
 - a. Owning the solution
 - b. Acknowledging the complexity of healthcare delivery
4. Sacred encounters
 - a. Creating sacred places of healing
 - b. Mutual respect and appreciation
 - c. Pre-procedural “time out”
 - d. You get what you accept. What you accept sets the standard
5. The disruptive physician
 - a. Understanding the dynamic
 - b. An approach to resolution

Orchestrating Clinical Care
Presentation Outline

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1. What is clinical quality?
 - a. The issue of patient safety
 - b. The impact of variation on outcome
 - c. The concept of balanced accountability
 - d. The distinction between quality assurance and quality improvement
2. Cultural barriers to maximizing safety and quality
 - a. Individual autonomy
 - b. Perfect is the enemy of better
 - c. The skeptic in contrast to the cynic
 - d. The problem of the apostrophe
3. How do you simultaneously specialize and integrate?
 - a. Is healthcare delivery like golf, a relay race, or football? If it should be more like football, who is the coach?
 - b. Generational differences
4. Art versus Science: a polarity to be managed, not a problem to be solved
5. The public reporting of data: If you are going to be naked, it is best to be buff
6. How to orchestrate care delivery
 - a. Changing structures
 - b. The role of informatics