

The titles of some of Dr. Kaplan's recent presentations include the following:

"People and Process, Quality and Service – How to Make Your Department a Great Place"

"Getting Better Faster Than the Other Guy – How to 'Astonish' Our Patients, Our Staff, and Our Medical Staff"

"Clinical Quality and Service Excellence in the Emergency Department – Can You Separate the Two?"

"Leadership and Accountability - Bridging the Gap between Idea and Implementation"

"Leadership's Role in Enhancing Patient, Staff and Medical Staff Satisfaction"

"Service Excellence – How Being a Team Can Help Us Be the Best We Can Be"

"Physician Satisfaction – The Top 5 Issues We Face"

"Engaging Physicians in Service and Operational Excellence"

"The Ultimate Goal of the Ministry – It's All About Healing"

"Journey to Excellence – Leadership's Role and Responsibility,"

"Taking You and Your Organization to the Next Level"

"Physician Satisfaction – The Competitive Advantage"

"Words and Deeds – A Physician's Personal Blueprint for Practice Success"

"Customer-Focused, Family-Centered Emergency Care"

"Managing People, Managing Problems"

"Wellness Management for Physicians – Avoiding Burnout"

"Beyond Patient Care – Astonishing Our Patients, Astonishing Ourselves"

"Nurses are from Saturn, Physicians are from Jupiter, Hospital Administrators are from Mars"

"Key Relationships for Physicians – How to Build Strategic Alliances in Order to Thrive"

"Speaking Like a Pro – How to Give an Effective Presentation"

“All ‘Stressed Out’ - How to Prevent Burnout”

“Time Management – Lessons from the Business World”

“Physician Leadership and Service Excellence – How to Thrive in these Difficult Times”

“Strategies to Inspire Change and Avoid Madness”