How to get the attention of your doctor and communicate

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WHAT WILL YOU LEARN TODAY?

WHY AM I HERE?
WHY ARE THERE DIFFICULTIES?
THERE ARE MANY RIGHT WAYS TO SOLVE THESE PROBLEMS!
STEVE HAS RELATIVELY FEW ANSWERS......
SO NOW, YOU MUST ASK YOURSELF THE QUESTION ONCE MORE....

MOST OF WHAT YOU WILL LEARN WILL COME FROM YOUR CLASSMATES AS THEY SHARE FROM THEIR OWN EXPERIENCES

WHO’S WHO?

IDENTIFY THE DOCTOR AND THE ADMINISTRATOR
5 ELEMENTS OF SUCCESSFUL COMMUNICATION

- SENDER
- RECEIVER
- MEDIUM
- MESSAGE
- FEEDBACK
- INTERFERENCE
- SITUATION
  - PROPER MEDIUM IS CHOSEN
  - TIMING IS APPROPRIATE
  - IDEAS ARE LOGICALLY PRESENTED
  - PROFESSIONALLY PRESENTED
  - EXPECTATIONS ARE IDENTIFIED
  - AN UNDERSTANDING IS SOUGHT

WHY IS IT SO DIFFICULT TO COMMUNICATE WITH THE DOCTOR?????

- Abusive Doctor
- Difficult Doctor
- Disruptive Doctor
- Aggressive Doctor
- Passive / Aggressive Doctor

NOTE:
- Problem Administrator?
  Crickets…….

MUST ONE BE CONSIDERED “ABUSIVE” TO BE A POOR Communicator?

Rhetorical Question……..
Answer....NO !
It is easier if you are “abusive” but not necessary !

MUST ONE BE CONSIDERED “ABUSIVE” TO BE A POOR Communicator?

- Poor communication is a product of many items……

HERE IS AN EXAMPLE!

What are the hallmarks of a poor communicator?
WHY IS IT SO DIFFICULT TO CONVERSE WITH THE DOCTOR?

WHAT IS THE LARGEST IMPEDIMENT?

HOW DO WE OVERCOME THIS?

SUCCESSFUL COMMUNICATION

DOCTOR ← ADMINISTRATOR

WHY POOR COMMUNICATION?

- Absence of a common interest
- Lack of Good Listening skills
- Personality conflicts
- Lack of confidence in the other party
- Narcissism
Common interest?

- Past Due A/R
- Timely Claims Filing
- Drama in the break room
- Positioning of the lens in the last case of the day
- CRNA did not appear to be engaged in the surgery today
- Best scrub tech is going to be out on maternity leave for 3 months

WHAT IS THE COMMON INTEREST?

- Patient Care

Adequate
Good
Great
Outstanding

DOCTOR
• The Martyr
• The Intimidator
• The Deflector
• The Deity
• The Perpetual Adolescent

ADMINISTRATOR
Perhaps they share
Many traits!

EITHER OR BOTH HAVE TYPE “A” PERSONALITY?

- Myers Briggs
- DISC
- Jung
- Big five
- 41 Questions
- MyPersonality

MORE OR LESS LIKELY TO HAVE CONFLICT OR MISUNDERSTANDINGS?
PRONE TO TAKE TOO MUCH FOR GRANTED ABOUT THE OTHER’S UNDERSTANDING OF OUR STATEMENTS OR INTENT?
HOW DO WE FIND OUT?
SCHOOL OF HARD KNOCKS?
PERSONALITY PROFILE TEST?
Doctors did not study medicine so that they could run a business!

Doctors hire administrators to do this for them!

Administrators have not chosen business so that they could practice medicine!

In order to run the business, administrators must have self-confidence, and the confidence of the physicians.

IS THIS A CONUNDRUM?

CONFIDENCE

5 ways that we build this ............

1. Being calm and steady
2. Being consistent in your thoughts and actions
3. Deliver on your promises
4. Listen to others with enthusiasm
5. Pause and think before you speak

CONFIDENCE

1. Do Not Start with an unreasonable expectation
2. Building confidence takes time....exercise patience
3. Always do your homework! Be Prepared!!!
4. Think ahead
5. Never abuse the power of your position
6. Make others look good, NEVER take all the credit
CONFIDENCE

IS NOT A GOD-GIVEN TALENT, BUT THE RESULT OF A LOT OF PRACTICE!!

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