



DAN SMITH, MD, FACEP



STUDER GROUP SPEAKERS
SPEAK FROM **Experience**

About Studer Group

"Culture outperforms strategy every time, and culture with strategy is unbeatable!" ~Quint Studer

Studer Group® has helped over 850 healthcare organizations in the U.S. and beyond achieve and sustain exceptional clinical, operational and financial outcomes. As these organizations face ever-greater quality demands, such as HCAHPS, core measures, preventable readmissions, hospital-acquired conditions, and more, they engage us to help them create cultures of execution and accountability.

Using our Evidence-Based LeadershipSM framework as the starting point, we hardwire processes that get organizations aligned, accountable and agile so they can execute proven tactics quickly, consistently, and in the right sequence...and sustain the results over time. We also help them foster better integration with physicians and other service providers in order to create a smooth continuum of patient-centered care.

Studer Group Speaking Division - Working Together to Accelerate Results and Create Alignment

Studer Group's speakers and authors are eager to bring our 80 years of combined experience to your organization. Providing on-site training for your leaders is a fast and economical way to bring your entire team up-to-speed on the industry's hottest topics.

Our speakers are excited to share up-to-the-minute knowledge from their work in more than 850 healthcare organizations across America and beyond. They will fully customize their presentations to meet your needs, regardless of the topic, size of the group or purpose for the training. From Physician retreats to Leadership Development Institutes (LDIs) to Senior Leader meetings, our speakers will share best practices and updates on the latest topics.

Our speakers are results-driven performance experts who spend a significant amount of time working closely with leaders. They have up-to-the-minute knowledge of what's going on in our changing industry and see firsthand the best practices that move outcomes. They are directly involved in crafting the solutions to some of our most pressing problems; including financial challenges, patient safety & quality, pay for performance and more.

Biography

Dr. Smith has practiced since 1998 in the emergency departments of Baptist Health System, San Antonio, TX as an independent contractor with Emergency Physicians' Affiliates. He works in the ED while directing Patient Experience for Emergency Physicians' Affiliates' team of 70+ emergency physicians and mid-level providers. Dr. Smith is a diplomate of the American Board of Emergency Medicine and a Fellow of the American College of Emergency Physicians. He completed a residency in Emergency Medicine at William Beaumont Hospital in Royal Oak, MI where he was chief resident. Dan completed medical school at Indiana University School of Medicine in 1995 and was awarded the "Excellence in Emergency Medicine" certificate by the Society for Academic Emergency Medicine on behalf of I.U. Dr. Smith was awarded "Resident of the Year" in 1998 from the Department of Emergency Medicine at William Beaumont Hospital in Michigan.



Dr. Smith became involved with the patient experience in 2007 when hospital administration asked him to initiate and oversee a patient satisfaction improvement program for emergency physicians in the Baptist Health System. Dan developed a simple system of review, accountability, measurement and training. This work, in conjunction with his hospital and Studer coaches, "cracked the code" to positive change and performance. His emergency medicine group has quadrupled their overall satisfaction rank from 2007-12 to 80th percentile rank in Press-Ganey while maintaining his personal overall physician satisfaction at 98th percentile rank in the same period.

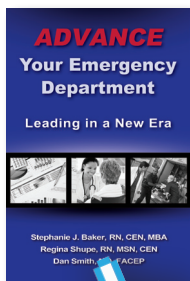
Dr. Smith joined Studer Group in 2009. He enjoys coaching and speaking on numerous topics such as performance excellence in the age of change, physician engagement and buy-in, team collaboration, ED operational flow, tactical training of physicians, best practices in communication and risk mitigation. Dr. Smith is a speaker at several Studer Group conferences, including "Practicing Excellence", "Excellence in the Emergency Department" and "What's Right in Health Care". He also has spoken at American College of Emergency Physicians Texas and Indiana chapter conferences. Dan has coached, mentored and lectured at over 100 organizations in the United States, Canada and Australia. He has tactically trained over 4000 providers worldwide. Dan enjoys contributing to healthcare-related educational content and has co-authored and authored white papers, Insights publications, Studer Group Question and Answer papers. Dan is co-author of *Advance your Emergency Department: Leading in a New Era*. He also has recorded numerous healthcare webinars and videos. Dr. Smith received the Studer Group "Pillar of Excellence" awards in 2011 and 2012. Dr. Smith is blessed by his marriage to Kristen since 1998. They have 2 children, Paul and Emily. Dr. Smith enjoys endurance athletics ("slow and steady," his mantra) and has completed numerous running events and triathlons, including Ironman Lake Placid in 2007.

Watch Dan in Action



Studer Group: What's RIGHT in Health Care Conference
<http://studergroupmedia.com/studiotest/Dan%20Smith%20sampler-DN.mp4>

Authored Resources from Dan Smith



- *Advance Your Emergency Department: Leading in a New Era*

Crowded emergency departments and long patient wait times were accepted as the status quo. Our mind-set was that much of what happens in the ED is out of our control. Today, we know that's not true. And with quality and perception of care increasingly linked to reimbursement, it's time to take control. Learn some high impact tactics to improve the ED experience and set your entire organization up for success.

Speaking Topics

Thriving in the New Reality of Healthcare: The Why and How

Audience: Physicians, midlevel providers, residents, staff members, executive leaders —
Length: 60-90 mins

This 60-90 minute interactive talk makes the case for change in healthcare today (“Why”), including CAHPS, linkage of service to safety and quality, risk mitigation and creation of a great workplace in healthcare. The talk then reviews the “How” with an interactive, crowd-participation section including best-in-class communication skill sets and adjuncts to service.

Objectives:

- Describe key drivers in healthcare today which support a high service model of care
- Articulate elements of value-based care
- Demonstrate best-in-class tactics to drive communication and patient experience

Advanced Communication and Risk Mitigation for Providers

Audience: Physicians, midlevel providers, residents and medical students — **Length:** 90 mins

This session takes communication skills to the next level and encompasses risk mitigation principles in order to improve communication prowess in less than desirable healthcare scenarios, including breaking bad news, service recovery and sentinel events. An interactive section of this talk requires audience participation as the group considers challenging communication vignettes and best practices to drive communication, strengthen relationships, drive trust and mitigate risk.

Objectives:

- Articulate key communication needs of the healthcare consumer
- Identify warning signs and situations which increase the likelihood of service failure, complaints and risk
- Appreciate features of “no-claims” providers
- Apply key communication principles to improve communication and mitigate risk, including emotional intelligence, receiver clues, health literacy alignment and Key Words

Speaking Topics

Tactical Training of Physicians in Communication and Connection

Audience: Physicians, midlevel providers, residents and medical students —

Length: 60-90 mins

This 90-minute talk provides physicians with foundational, evidence-based tools and tactics to drive communication and connection with patients. Skill sets included in this interactive session include AIDET®, Key Words, Emotional Intelligence and Adjuncts.

Objectives:

- Recognize key communication needs and priority items of the healthcare consumer
- Recite and understand the principles of and use of AIDET® in provider-patient interactions to drive perception of care, quality, safety and treatment adherence
- Apply time management principles during patient interactions

Operational Efficiency in the ED: Fundamental Considerations and Models to Drive Flow

Audience: Anyone who works in or supports the Emergency Department and its operations

— **Length:** 60 mins

This lecture covers core principles of flow to drive efficient throughput of patients in the ED. Dr. Smith teaches key flow principles, including assessment and diagnosis of flow constraints, capacity-demand matching and selection of proper flow efficiency model for the ED, including Super Track, RME and Segmentation Flow.

Objectives:

- Understand key flow principles
- Apply diagnostic tools to ED flow metrics and observations to diagnose flow constraints and barriers
- Recognize high-impact flow models like Segmentation Flow and appreciate their key features and application

Contact Us:

If you would like more information on hosting one of our nationally recognized speakers at your organization, contact Genevieve Willoughby at 850.934.1099 or by email at genevieve.willoughby@studergroup.com.



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