



# PHYSICIAN DEVELOPMENT PROGRAM

The Physician Development Program (PDP) is a 6-month, integrated program that is designed to help physicians struggling with disruptive or dysfunctional workplace behaviors. The process targets multiple professionalism competencies known to be integral to workplace effectiveness. Our approach incorporates comprehensive personality and behavioral assessment (with 360-degree evaluation) to provide accurate data on physician strengths and areas for development as well as a specific development plan and accountability process for the physician.

We provide on-going individual professional coaching with the physician for the duration of the program and follow-up evaluation to document progress. We work collaboratively with key stakeholders from the referring healthcare organization to insure regular communication and progress reports. Unlike short-term interventions, this program is designed to be longitudinal to maximize the likelihood of long-term success. We have the capability to deliver the service nationally and have a proven success record for those who complete the program.

## Overview of PDP Services

| Program Element   | Location                                       | Description  |
|---|--|--|
| <b>Orientation Conversation</b><br>•Up to 1 hour                            | <b>Phone</b>                                   | The physician and the selected coach will have a conversation to establish rapport and discuss the structure of the engagement. They will also discuss the assessment process, which includes the assessment instruments involved in the engagement and any interviews with stakeholders. Outcomes include initial identification of goals, understanding how the coaching process works, desired ways of working together, and clarity of the assessment process. |
| <b>Assessments</b><br>•3 weeks  | <b>On-Line</b>                                 | This phase provides critical qualitative and quantitative data that reflects the physician's work situation, interpersonal style, natural strengths and challenges associated with the work environment. The physician will complete a customized selection of assessment instruments that will include the Med360© multi-rater feedback instrument, 2 or more personality and behavioral self-assessments, and a supplemental biography.                          |
| <b>Insight, Goal Setting, and Action Planning</b><br>•3 hours, face-to-face | <b>Pilgrimage office or physician's office</b> | The coach and physician will review the assessment and interview results. This session will increase self-awareness, insight, and commitment on the part of the physician that is based upon an in-depth explanation and understanding of the data. The physician and coach will jointly identify specific goals and create a development plan for achievement. This allows for an action plan that reflects key behaviors and outcomes necessary for success.     |

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| <b>Preliminary Assessment Report</b>                                     | <b>Written Report</b>   | After the completion of the initial coaching session, the coach will provide the referring organization with an initial assessment that will include <i>themes</i> * from the assessment data, as well as goals and action plans for the physician during the coaching process. *The Med360 report and assessment instruments will not be provided to anyone but the physician.  |
| <b>Stakeholder Alignment</b><br>•Up to 1 hour                            | <b>Phone</b>            | A telephone conversation facilitated by the coach, that may include the physician and other designated key stakeholders. This session ensures alignment around the physician's goals and development plan and that everyone agrees with the support needed for success. It also provides the key stakeholders an opportunity for input into the physician's goals and to obtain a clear picture of the engagement and intended outcomes.       |
| <b>Coaching Sessions</b><br>• Appox. 6-8 coaching sessions over 6 months | <b>Phone</b>            | The purpose of this phase is to support and challenge the physician to achieve stated goals. This phase is to continually re-evaluate goals for refinement, modification, or elimination. In addition to regular coaching sessions, the physician will have an "on call" relationship with the coach if discussions are needed between scheduled sessions.   |
| <b>Final Stakeholder Alignment</b>                                       | <b>Phone or On-site</b> | A final alignment discussion between the coach, physician, and designated key stakeholders to measure progress, update the development plan and agree on next steps.   |
| <b>Follow Up 360 Assessment</b>  | <b>On-Line</b>          | After 5 months of coaching sessions, a short 360-degree assessment survey will be sent to the original group of raters for feedback on changes and/or improvements in the physician's behavior and impact over the program period. The results provide the physician a measure of the changes they have been making. This will help facilitate a discussion of next steps for the physician that will continue after the program is concluded. |
| <b>Summary Report</b>  | <b>Written Report</b>   | At the completion of the program, the coach will notify the referring organization that the program has been completed and will provide a final written summary of the coaching program, progress made, themes from the follow up 360, and any recommendations for additional steps.   |