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Video #9 – Monthly Team Meeting Power Up

Are you getting stuck in the office working way later than you should because your systems don't work correctly? By systems, I mean the way you room patients, refill prescriptions, request consults, and book procedures. Those things don't work the way they ought to and nobody is doing anything about it!

Does that frustration feel familiar? It is a cry to step up your Physician Leadership Skills.

I'm Dr. Dike Drummond from TheHappyMD.com and in this short video, I'm going to show you a way to stop working so hard, to use physician leadership by asking questions to activate the power of your team, improve patient flow, and actually create your own office continuous quality improvement in healthcare system, and the whole thing takes just an hour once a month in your monthly staff meeting. You'll probably be a little surprised by what it takes to do this because you're almost certainly already doing it. This activity is a classic place to practice your physician leadership.

It's your monthly staff meeting. You know, the one that usually dissolves into a gripe session and nothing gets done?

I'm going to show you a way to just focus your staff meeting on just three questions that will power this into a way to use your team much more effectively. And if you find that your people simply must vent and gripe and let off some steam before they can do anything else in the staff meeting, watch 'til the end of this video and I'll show you a two-minute method to let them get it all out of their systems so they can be much more productive for rest of the staff meeting hour.

Here are the three questions.

- 1) What's not working and how can we fix it?
- 2) What is working and how can we do more of it? And the last question is very simple ...
- 3) What else?

Now you use physician leadership skills to lead this meeting, but it's not a place to be giving orders and telling people what to do. Actually, that's a huge physician leadership blind spot for most doctors. Because if you're always giving orders, your team is always waiting around for you to tell them what to do and you're working way too hard.

Now in this meeting, you help the team answer the questions as a team so that you're not always doing all the heavy lifting.



Getting your people together regularly to ask these questions send some very powerful messages.

- (1) We're a team,
- (2) I don't have all the answers,
- (3) I want to know what you're thinking, I value your input and ideas, and
- (4) We're going to use whatever seems like the best solution no matter who came up with it.

Asking these questions is how you activate the power of your team and create your own continuous quality improvement in healthcare process in these one-hour monthly staff meetings.

What do you do if your group simply can't move on without venting and letting off some steam first?

Here's a great way to help them do that with a Team Venting Process that takes just two minutes.

- Have a timer. You can use the timer on your cell phone. Set it for two minutes.
- Have everybody in the room grab a partner and that's going to be their venting partner. They're going to have two minutes to vent and let it all out.
- Start your timer, tell them to go, and get ready for the room to get really loud and really hold them to a hard stop at the end of those two minutes so that you can get on with more productive business.

You'll find they enjoy this process and really do let off a lot of steam in just two minutes. So that's how you take just one hour a month in your regular staff meetings to create your own continuous quality improvement in healthcare process, improve patient flow, stop working so hard, and really activate your team.

I'm Dr. Dike Drummond and if you're looking for research-proven tools for stress management, beat physician burnout, and increase your power as a physician leader of your office team, come visit me at TheHappyMD.com.

That's it for today. Keep breathing and you have a great rest of your day.

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Keep breathing and have a great rest of your day,

Dike

Dike Drummond MD

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