



# Quadruple Aim Physician Leadership Retreat 2018

## 2018 Fall Retreat Overview and Pricing

**Dates:** September 20 – 23, 2018

**Location:** Seattle, Washington, the Edgewater Hotel

Intimate Group of Only 40 Participants

12 Hours of CME – Comprehensive 12 week follow up system

**[ Complete Registration Instructions on Page 8 of this document ]**

*“This gives us stuff we don’t get anywhere else. Useful, practical, immediately applicable.”*

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*“Dike is the most honest person/expert I know dedicated to resolving physician burnout. His approach is abundantly pragmatic, deeply motivational and he has built a system that anyone can understand.”*

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*“This was HUGE!! Managing how I will interact with those upstream and downstream to make an impact on wellness. Makes me feel excited to have new skills / tools to use.”*

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*“Gives me the tools to start our own burnout committee and implement strategies at our workplace. Also a lot of insight into myself.”*

[More client testimonials at This Link](#)

### Healthcare’s New Quadruple Aim:

The Triple Aim, first proposed by the Institute for Healthcare Improvement (IHI) in the 1990’s, mandates healthcare organizations focus their leadership bandwidth on three areas of improvement - Cost, Quality and Population Health.

The IHI now admits that this last twenty years of relentless focus on the Triple Aim is actually a contributor to the current physician burnout epidemic – for one simple reason. ***The Triple Aim pays no attention to the people providing the care*** – the physicians and staff. Cost, Quality and Population Health improve, often at the people’s expense.

[The Quadruple Aim movement](#) adds the health and wellbeing of the providers to the original Triple Aim. In a true Quadruple Aim organization, no initiative targeting Cost, Quality or Population Health would launch without ensuring its effect on the health of the people was either neutral or positive. The common sense of the Quadruple Aim is staggering. How can we expect our people to take the best care of our patients if they are themselves overstressed, out of balance and walking the cliff edge of burnout?

Unfortunately, most healthcare workplaces are far from this Quadruple Aim reality. *Without strong, caring, skilled leadership, the average healthcare workplace is quite hostile to the people doing the work.* This is a natural expression of the culture and conditioning of our medical education and it does not have to be this way.



## Quadruple Aim Physician Leadership Retreat 2018

The successful organizations of the future will build this new Quadruple Aim culture by a simple means – the *Creative Destruction of Burnout*.

How will we bridge this gap? **How will we change the culture of the workplace to one of support, trust, health and engagement?** *We need Quadruple Aim Physician Leaders Like You* who understand how to support wellbeing in themselves and others -- leaders who have the awareness and skills to prevent burnout organization-wide.

### Ideal Participant:

The retreat is 100% appropriate for any physician leader AND was designed specifically for the typical “straddle leader”. The physician who is part-time clinical and occupies an official part-time leadership position in the organization at the same time. Straddle leaders are at higher personal risk for burnout, struggle to find adequate time for their leadership role and have not been trained in the leadership and communication skills to consistently build trust and engagement on their teams.

These are the front-line physician leaders who are “my boss” to the vast majority of the clinical providers and care delivery teams. *It is with these front-line leaders that the Quadruple Aim will live or die in the organization.* [And we are well aware you may - or may not - be getting paid or have protected hours for your leadership activities currently. Negotiating for time and money will be one of the topics we cover at the retreat.]



### Retreat Objectives:

Equip attendees with a comprehensive skill set to hard wire the Quadruple Aim into their personal lives, the culture of their teams and the entire organization. The agenda includes training in awareness, mindfulness, personal communication and facilitation skills and system design. Participants will upgrade both their inner and outer leadership skill sets and their ability to build and maintain a balanced life outside of work.

- Learn how to recognize, prevent and treat burnout in yourself and others
- Learn and practice and leadership efficiency tools so that everyone can get home sooner
- Learn and practice life balance tools to maintain boundaries and the ability to recharge
- Learn and practice mindfulness skills to improve both patient care and leadership effectiveness



## Quadruple Aim Physician Leadership Retreat 2018

- Learn and practice skills to lead better – and fewer – meetings
- Learn and practice effective delegation strategies
- Learn and practice giving feedback and dealing with disruptive colleagues
- Learn the skills to transform physician resistance to change
- Learn and practice trust building leadership and communication skills
- Learn how to navigate bureaucracy and manage your boss
- Learn a four-part strategy for system-wide, proactive burnout prevention
- Build and deploy a personal action plan on your return to work
- Build a post-retreat support system to ensure implementation of your action plan

The training experiences are designed to support *three levels of awareness* for all participants:

- How do these concepts apply to me personally?
- How do these concepts apply to me as a leader and to the people on my teams?
- How do these concepts apply to me as a creator of the systems of care and to the organization as a whole?

*“The connections with other physician leaders is invaluable! The tools are broken down into bite sized actions that make success with utilization extremely likely. The concept of starting with myself and building on that is critical to me being an effective leader and a change agent in my organization. I am excited that my investment in this retreat will benefit my partners and staff.”*

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*“I learned so much about myself – my “physician tendencies”. Huge gaps in leadership strategy filled. Validation of self-care above all else and how to mediate my own disruptive/ineffective behaviors.”*

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*“I have confidence to go back and feel like I am capable of leading productive meetings and it confirms the importance of the culture of TRUST in an organization.”*

[More client testimonials at This Link](#)



# Quadruple Aim Physician Leadership Retreat 2018

## Unique Features of the Quadruple Aim Physician Leadership Retreat

### **The People:**

This will be a unique gathering of very special people. Everyone in the room will be a physician leader who cares about their people enough to take new actions. You are a rare individual in our experience. *Join the Movement*. It is high time we got together to support each other and the important new concept of the Quadruple Aim. Our intention is to form a community of support in the wake of this training. We provide 12 weeks of follow up support as a component of your retreat package. Afterwards our community can continue to ensure you are never alone doing this important work back in the front lines of your organization. We can have each other's back.

NOTE: There is plenty of time in the retreat schedule for you to make new connections and new friends, tell war stories, get a second opinion on something you are struggling with, some fresh ideas, a different perspective and a support hug or two.

### **The Training:**

All the trainings and tools were developed and tested via over 2100 hours of one-on-one coaching with physicians and training over 25,000 doctors for 134 corporate clients of all sizes. We know these techniques work in the real world, they will work for you too. The trainings are fun, interactive, high energy – definitely not another boring “lecture”.

### **Your Trainer:**

[Dike Drummond MD](#) is a family doctor and CEO of [TheHappyMD.com](#). In addition to the coaching and training experience cited above, he is the author of *Stop Physician Burnout* with over 34,000 copies in print, creator of the *Burnout Proof* smart phone App and the research proven *One Minute Mindfulness Program* for physicians.

### **The Follow Up:**

The Retreat experience includes 12 weeks of complete follow up support focused on making sure you walk your action plan and put your new skills and awareness to good use on your return home.

- Weekly group coaching phone calls
- A private Facebook group for daily communications
- Dedicated private Retreat Resources Page at [TheHappyMD.com](#)

### **The Venue:**

[The Edgewater Hotel](#) is the only waterfront hotel in Seattle. It is where the Beatles fished out of one window and Led Zeppelin threw a couch out of another. It is *relentlessly hip, the food is great -- and there is plenty of it --* and it serves as a convenient home base to explore the rest of the city. The [Pike Place Market](#) is only 3 blocks away.



## Quadruple Aim Physician Leadership Retreat 2018

*We reserved a block of Edgewater rooms at a 40% discount for the retreat dates and the day before and afterwards. Stay an extra day or two and make this a real vacation! Here are [some things to do in the Seattle area](#). We HIGHLY ENCOURAGE you to schedule a couple extra days on the end of the retreat to make this a real vacation. Please DO NOT fly out on Sunday and go back to work on Monday. Please also consider bringing your spouse and/or significant others – there is plenty for them to experience while you are in the retreat training sessions.*



### Retreat Schedule

(see detailed schedule on next page)

#### Thursday Day 1:

5:30 PM

Heavy hors d'oeuvres (salmon, oysters, fruit, artisan cheeses ... all delicious), drinks  
7-9PM

Set the retreat context, personal outcome goals, meet and greet and network

#### Friday, Saturday & Sunday: Days 2 - 4

Mindfulness practice 7:30AM

Breakfast 8 – 9AM

AM Training 9 – noonish

Lunch Noonish

PM Training 1 – 3ish

Afternoons & Evenings Free

**Note:** On Sunday the PM Session is for Action Planning, forming the MasterMind and the Graduation Ceremony

#### Day 5 to Day 90:

- Dedicated Retreat Private Facebook page for 24/7 support and connection.
- Dedicated Retreat Resources Page at [TheHappyMD.com](http://TheHappyMD.com).
- 12 Weekly Group Mastermind Coaching Calls supporting you to implement your action plan on your return home. Full call notes and recording will be emailed to all attendees after each call.

## Fall 2018 Quadruple Aim Physician Leadership Retreat Schedule

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<b>Thursday 9/20</b>		<b>Friday 9/21</b>	<b>Saturday 9/22</b>	<b>Sunday 9/23</b>
<b>Meet &amp; Greet Launch</b>		<b>PERSONAL TOOLS</b>	<b>LEADERSHIP TOOLS</b>	<b>ORGANIZATION TOOLS ACTION PLAN &amp; LAUNCH</b>
	7:30 AM 8:00 AM 9:00 AM	Mindfulness Practice Breakfast	Mindfulness Practice Breakfast	Mindfulness Practice Breakfast
		1) Burnout Proof LIVE 2) Mindful Leadership 3) Balance and Boundaries	1) Leadership Power Tools 2) Delegation & Feedback 3) Transforming Physician Resistance to Change	1) How to Manage Your Boss 2) Dealing with Disruptive Docs 3) Quadruple Aim Blueprint Lessons Learned
	NOONISH	LUNCH	LUNCH	LUNCH
Registration 5:30 PM Hotel Lobby Evening Reception 6 - 7PM Retreat Launch 7 - 9PM	1:00 PM 2:00 PM 3:00 PM	4) Get Home Sooner Q&A, Case Studies	4) Better Meetings Power Tools Q&A, Case Studies	Action Planning Form the MasterMind <b>* GRADUATION *</b>
		PM and Evening Free	PM and Evening Free	

All Events at the Edgewater Hotel  
2411 Alaskan Way, Seattle WA 98121  
(206) 728-7000

Thursday Reception - The Forrest Room off the back of the Six Seven Restaurant on the ground floor  
Plenty of excellent food and an open bar. Partners and family members welcome

All Training days - the Alki Room on the 3rd Floor



# Quadruple Aim Physician Leadership Retreat 2018

## Training Sessions:

**NOTE:** The Retreat is qualified for 12 hours of Category One CME

### *Burnout Basics*

How to understand, recognize and prevent burnout in yourself and others

### *Balance and Boundaries*

The keys to work-life balance and healthy boundaries for busy doctors

### *Get Home Sooner*

Practice efficiency tools to get home sooner

### *Better Meetings*

Cut your meeting schedule in half and make every one count

### *Delegation Power Tools*

Delegation for peak performance

### *Mindful Leadership*

Simple mindfulness tools to become a more comfortable and effective leader. Learn to be the eye of the storm at work. Learn how to change roles and refocus quickly and simply.

### *Transforming Physician Resistance to Change*

Key leadership skills to create physician engagement

### *Leadership Power Tools*

Build a culture of trust, teamwork and performance on your teams.

### *Effective Feedback Strategies*

Learn to give feedback that builds trust and improves performance

### *Dealing with Disruptive Colleagues*

How to safely and effectively manage all three flavors of “disruptive” colleagues

### *How to Manage Your Boss*

How to navigate a bureaucracy and get what you need when you are not the boss

### *The Quadruple Aim Blueprint Strategy*

A four-part system wide burnout prevention strategy



# Quadruple Aim Physician Leadership Retreat 2018

## Retreat Investment:

Your retreat investment includes

- The entire retreat training and networking experience
- The full 12-week follow up support system
- Thursday evening reception with food and drinks
- Breakfast, lunch and snacks Friday through Sunday
- All retreat materials and resources on the private retreat web page

**NOTE:** This professional development activity is a deductible business expense and/or a legitimate use of your CME or Professional Development funds

BONUSES: You also receive:

- Lifetime access to the 1 Minute Mindfulness Program
- Guided Imagery Library of downloadable MP3's
- Five signed copies of "Stop Physician Burnout"
- Lifetime 20% discount on all future trainings and retreats at TheHappyMD.com

**All these benefits for ONLY \$3497  
Only 40 Seats Total**

➔ [Register Using This Link NOW](#) ←

**Group Registration Discount  
SAVE \$500 - for 2 or more registering at once  
[Contact us At This Link for Details](#)**

NOTE: Cancellation less than 30 days prior to the retreat is subject to a \$497 non-refundable deposit. See the [Retreat Participant Agreement](#) for full details. The full Retreat Participant Agreement will be emailed to you after you reserve your seat.

**REMEMBER - REGISTRATION IS LIMITED TO 40 PARTICIPANTS.  
Use the links above to secure your seat NOW**

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## Quadruple Aim Physician Leadership Retreat 2018

### Questions, comments, concerns, suggestions?

You can contact us in any of the following ways.

Email: [thehappymd@gmail.com](mailto:thehappymd@gmail.com)

Phone: 206-430-1905

Or use this [Contact Form](#) on the website

All of us here at TheHappyMD.com are very excited about meeting you and launching an authentic Quadruple Aim movement. It is my personal belief that the most successful organizations in the near future will be those who learn how to take much better care of their people. You are in the vanguard of this transformation in healthcare. I am excited to meet you in Seattle in September.

Until then, keep breathing and have a great rest of your day,



### *Dike*

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