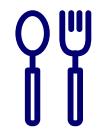


**Professionalism & Communication:  
What to Do When Bad Things Happen to Good Surgeons**

**JUNE 7, 2019**

## **AGENDA**



**8:00-8:30 Registration and Breakfast**



**8:30-8:35 Welcome**



**8:35-9:00 "What to Do When You Get a College Complaint" by Brenda Wagner**



**9:00-9:25 "Conflict with Administration" by Nicole Robbins**



**9:25-9:55 Guest Speaker Amalia Cochran "Breakdown within the Health Care Team"**



**10:00-10:30 Coffee Break and Networking**



**10:30-10:50 "Conflict with Colleagues" by Samaad Malik**



**10:50-11:10 "What to Do When You Get Sued" by Neely Panton**



**11:10-11:30 "The Emotional Impact of Complications and Patient Complaints" by Stephen Hiscock**



**11:30-12:00 Panel about the Emotional Impacts of Complaints and Lawsuits against Surgeons**



**12:00-12:30 Guest Amalia Cochran "The Disruptive Surgeon"**



**12:30-13:30 Lunch and Networking**



**13:30-17:30 Clinician Masterclass by Saegis "Communicating Unexpected Outcomes"**



**15:00-15:30 Coffee Break and Networking**



**17:30-18:00 Wrap up and Evaluation**