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