

NORTH TEXAS HEALTHCARE COMPLIANCE PROFESSIONALS ASSOCIATION

Invites Members and Guests to Our Next Group Luncheon

"Physician Conflict Resolution: It Happens"

Featuring

Jane Ryan

**PhD Psychology Student,
Emotional Intelligence Coach
and Relationship Manager at Training-Pros**

Tuesday, May 20, 2014

11:30 a.m. to 1:30 p.m.

**Dallas Ft. Worth Hospital Council Offices
250 Decker Drive, Irving, TX 75062-2706**

RSVP [here](#) by Noon on May 19, 2014

Register Early As Space Is Limited

Stay In Touch. Check Out Our New Newsletter, the NTHCPA News, [here!](#)

The North Texas Healthcare Compliance Professionals Association (NTHCPA) invites members and other interested health care compliance professionals faced with these and other challenges to join us on **Tuesday, May 20, 2014** from 11:30 a.m. to 1:30 p.m. for our Study Group Luncheon featuring Emotional Intelligence Coach **Jane Ryan** speaking on **"Physician Conflict Resolution: It Happens."**

WHO, WHAT, WHEN, WHERE, WHY, HOW

Conflicts among physicians or between physicians and others within an organization present significant risks and challenges for health care organizations impacting everything from quality, patient care, peer review, employment or shareholder liability, Joint Commission accreditation, recruitment and turnover and more. While most health care organizations and providers recognize the importance of preventing and managing these issues, finding or developing workable practical skills and strategies to keep or take the heat out of physician relationships is much more difficult. Ms. Ryan will lead a practical skill-development focused workshop to help health care compliance and other health care leaders understand and hone their skills for preventing, challenging and managing conflict among physicians.

- Who is Negatively Impacted by Conflict?
- What Can Be Done to Prevent and Resolve Conflict?
- What are the Repercussions of Conflict?
- What Does It Look Like When Conflict is Prevented?
- What Information is Important to Learn?
- When and Why can Conflict Take Place?
- When is Conflict Disruptive and Damaging?
- Where does Conflict Take Place?
- Why Should I/We Care?
- Why is this Important to Address?
- HOW can I Make a Difference Now and in the Future?
- What are strategies for institutionalizing these skills within your organization?

Registration & Meeting Details

This meeting is scheduled from 11:30 a.m. to 1:30 p.m. on May 20, 2014 at the offices of the Dallas Ft Worth Hospital Council, 250 Decker Drive, Irving, TX 75062-2706 features a complimentary luncheon for those who timely R.S.V.P. Networking and lunch service will begin at 11:30 a.m. Our program will begin at Noon. There is no charge to participate in the meeting. However space is limited and available only on a first come, first serve basis. To ensure your spot and help us to arrange for adequate space and refreshments for this meeting, R.S.V.P. here as soon as possible and no later than Noon on May 19, 2014. Walk in guests will be accommodated on a space-available basis only.

About The Speaker, Jane Ryan

Jane has over 20 years' experience working with C-suite executives to line managers in leadership development, executive coaching, corporate learning and development and career transition coaching. She specializes in helping individuals as well as organizations in diverse industries achieve optimal performance levels through a very focused and measurable coaching process that produces measurable results. During Jane's career she has worked with Fortune 50 to 1000 companies worldwide in the areas of organizational development. After a

successful career with Wyatt (now Towers Watson) and Hewitt Associates (now AonHewitt), Jane now focuses her expertise helping individuals and organizations reach peak performance objectives through her intuitive ability to engage and drive human potential. She has a unique ability to quickly align and build rapport and trust with her clients and is a respected leader in her field.

In Jane's coaching engagements she continuously and successfully helps executives and management achieve targeted and measureable results in their professional development. Her team coaching produces positive and measureable behavioral changes that build trust, collaboration and greater productivity and operational efficiencies. In her position as Relationship Manager at Training-Pros, she works closely with her clients supplementing their internal training staff with "on demand" subjective matter expert contractors in all aspects of organizational and learning development.

Jane is completing the final stages of her PhD in Psychology with her dissertation on leadership and social change. She holds a MS in Psychology with specialization in teaching and adult learning from Walden with a 3.76 GPA, and a BA in Psychology from Ashford University, graduating Magnum Cum Laude, she is an honored member of the Golden Key International Honor Society, Biltmore's Who's Who registry of executives and professionals, Toastmaster's International and a certified emotional intelligence coach and psychometric assessments specialist.

About the NTHCPA

NTHCPA exists to champion ethical practice and compliance standards and to provide the necessary resources for ethics and compliance Professionals and others in North Texas who share these principles. The vision of NTHCPA is to be a pre-eminent compliance and ethics group promoting lasting success and integrity of organizations within North Texas.

Would you or someone you know like to join the NTHCPA, get notice of upcoming meetings or events and network on relevant professional developments with other health care professionals? Stay on top of information about upcoming meetings and share and dialogue with other NTHCPA members about health care compliance challenges and developments by participating in our meetings and events, joining our [North Texas Health Care Compliance Professionals Association LinkedIn Group](#) and checking out the NTHCPA News [here](#). To be added to our invitation list, we also encourage interested persons to make sure we have your current contact information by registering to receive health care updates [here](#) or sending your current contact information including name, title, company, preferred mailing address, e-mail, and telephone number to Vice-President Cynthia Marcotte Stamer [here](#).



Thanks To Solutions Law Press, Inc.

The NTHCPA thanks Solutions Law Press, Inc. TM and its Coalition for Responsible Health Policy and Project COPE: the Coalition on Patient Empowerment, for its generous underwriting support of the May 20, 2014 luncheon.

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Sponsorship and Other Involvement Opportunities

Would you like to show your support for the NTHCPA by sponsoring the luncheon or hosting a social hour? Want to help plan upcoming meetings? Suggest a speaker or topic? Help with the newsletter or website? Serve on the steering committee or get more involved in other ways? Get more information about membership or involvement with the NTHCPA? Send your inquiry by e-mail [here](#).

This communication may be considered marketing purposes. If you wish to update your e-mail for purposes of or would prefer not to receive future e-mail concerning meetings or other activities of the North Texas Healthcare Compliance Professionals Association or other marketing and promotional mailings from it, please send an email with the word "unsubscribe" in its subject heading [here](#).

Please share this invitation with others who might be interested in this topic or other NTHCPA events!!

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