

TED JAMES, MD

Speaker Press Kit



INSPIRATION AND INNOVATION FROM EXPERIENCED HEALTHCARE SPEAKERS

Providing on-site training for your leaders is a fast and economical way to bring your entire team up-to-speed on the industry's hottest topics and create organization-wide urgency to execute change. Studer Group's speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

We're more than a speakers' bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of our most pressing problems including financial challenges, patient safety and quality, pay for performance, and more. Prior to your event, Studer Group speakers and our support team work side-by-side with you to develop a fully customized presentation to meet your needs, regardless of the topic, size of your group or purpose of the training. From physician retreats to Leadership Development Institutes (LDIs) to senior leader meetings, Studer Group speakers deliver the perfect balance of inspiration and education for every audience.





Ted James, MD

NATIONAL SPEAKER



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Dr. Ted James is a clinical leader dedicated to transforming healthcare and improving the patient experience. He has been recognized for his accomplishments in quality improvement, and speaks nationally on enhancing the value of healthcare delivery through physician leadership and clinical innovation. Dr. James shares his experience implementing performance improvement programs, leading healthcare teams and advancing patient-centered care. He enjoys engaging with healthcare executives, clinical leaders and clinicians to develop the skills, strategies and culture necessary to attain their goals. Using evidence-based approaches and real-world examples, Dr. James helps participants gain practical insights and solutions to modern healthcare challenges. He believes that the key to achieving the best clinical outcomes is to focus on meeting individual patient needs.

PROFESSIONAL EXPERIENCE

Dr. James is a clinical chief, medical director and professor of surgery at Beth Israel Deaconess Medical Center/Harvard Medical School. He obtained a master's degree in health care management and has held a number of leadership roles in local and national organizations. Dr. James serves as faculty for quality improvement and leadership development programs at Harvard Medical School, the Institute for Healthcare Improvement and the Association of American Medical Colleges.

INDUSTRY SPEAKING ENGAGEMENTS

- Integrating Quality Conference, AAMC
- Vascular Quality Initiative, AHRQ
- Leadership Development Program, ASCO
- Creating a Culture of Quality, ACS
- Patient Engagement, American College of Perioperative Medicine
- Healthcare Leadership and Improvement Conference

EDUCATION AND CERTIFICATIONS

- Masters Health Care Management, Harvard University
- Medical Degree, Drexel University
- Board Certification, General Surgery

PROFESSIONAL ASSOCIATIONS

- Institute for Healthcare Improvement
- American College of Medical Quality
- Josiah Macy Jr. Foundation
- American Association for Physician Leadership

PUBLICATIONS

- Measuring Quality in Cancer Care: A Critical Need for Clinician Engagement, American Journal of Medical Quality, March 2016
- Teams and Teamwork in Cancer Care Delivery: Shared Mental Models to Improve Planning for Discharge and Coordination of Follow-Up Care, Journal of Oncology Practice, 2016
- A Practical Framework for Incentive-Based Cancer Prevention, Population Health Management, December 2016

If you would like more information on hosting one of our nationally recognized speakers at your organization, call **850.898.3860** or visit **StuderGroup.com/Speakers**

- OAS CAHPS Compendium: A Guidebook for Improving Patient Experience and Outcomes Across the Ambulatory Surgery Continuum (Case Example), Fire Starter Publishing, 2017
- Burnout in Cancer Care: How Physician Leadership Can Make the Change, Studer Group Insights, February 2016

BEYOND EXPECTATIONS: HOW TO REALLY IMPROVE THE PATIENT EXPERIENCE

Audience: Physicians, Physician Leaders, Directors, Managers and Supervisors

Focus: Engagement, Patient Experience

Patient experience continues to play a dynamic role in emerging healthcare systems. In order to remain competitive, organizations must successfully incorporate service excellence into their daily operations and strategy. This session is designed to provide the skills necessary to enhance the patient care experience. Participants will acquire strategies to develop patient-centered care models and leverage patient-reported metrics to advance clinical performance.

Learning Objectives:

- Describe the link between patient experience and clinical outcomes
- Utilize patient-centered approaches to improve organizational performance
- Apply best practices for increasing patient satisfaction and patient experience
- Design care delivery models that meet identified patient needs

TRANSFORMING HEALTH CARE: CREATING A CULTURE OF QUALITY AND VALUE

Audience: Physicians, Physician Leaders, Executive Leaders

Focus: Quality and Safety, Engagement, Patient Experience

Bringing about meaningful transformations in healthcare is not a simple task. However, this is exactly what is required of organizations and practices striving to move forward and succeed in value-driven, patient-centered healthcare. Establishing cultures of high performance, collaboration and reliability are necessary for achieving sustained, system-wide improvements in patient care. This session will cover evidence-based approaches to leading organizational change and preparing for the future of healthcare.

Learning Objectives:

- Create an organizational framework for sustained performance improvement
- Apply successful strategies of transformational leadership in healthcare
- Develop tools to adapt to a changing healthcare environment
- Integrate patient-centered clinical innovations into redesigning care systems

DEVELOPING EFFECTIVE PHYSICIAN LEADERSHIP

Audience: Physicians, Physician Leaders, Executive Leaders

Focus: Leadership, Engagement, Patient Experience

Effective physician leaders are needed at all levels to help drive organizational performance, achieve clinical integration and bring about necessary advances in care delivery. Inspired and engaged physicians become champions of change, resulting in greater professional satisfaction and improved clinical outcomes. This session will focus on developing evidence-based leadership skills and strategies required to successfully lead clinical teams. Participants will gain practical insights into their own leadership capacity.

Learning Objectives:

- Apply proven leadership principles of alignment, accountability and action
- Implement strategies to successfully engage and motivate clinicians
- Navigate common pitfalls and challenges in the physician leadership role
- Develop skills to become a more effective and inspirational leader

THE CURE FOR PHYSICIAN BURNOUT

Audience: Physicians, Physician Leaders, Executive Leaders

Focus: Engagement, Leadership, Physician Experience

Physician burnout continues to be a serious problem in healthcare. Characterized by emotional exhaustion, depersonalization, and a lack of personal fulfillment, burnout threatens individual well-being and overall clinical quality. Several internal and extrinsic factors prevalent in healthcare contribute to this pervasive phenomenon. Fortunately, there are solutions to bring an end to burnout. This session will explore organizational and personal techniques to reduce external burdens and help physicians reclaim purpose and joy in medicine.

Learning Objectives:

- Develop tools to proactively identify and address physician burnout
- Implement organizational changes to promote a culture of physician wellness
- Employ best practices to optimize the clinical work environment
- Apply principles of self-care and resilience in order to go from burnout to engagement