Top 10 Tips for Success in Private Practice

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OBJECTIVES

- Discuss what constitutes "private practice"
- Decide what we would consider "success"
- Review 10 tips for success based on literature and my own anecdotes



CRS MPREHENSIVE

My Private Practice Experience



- Tennessee 4 small groups combined into 40 rad group & imploded after 3 years
- 2. Georgia 28 rads for 15 years in ATL, built a full time IR practice, chairman of the radiology dept, many service roles
- 3. Mississippi Last 6 years in 20 rad group in Hattiesburg, on the management team and chairman at our largest client Forrest Health System

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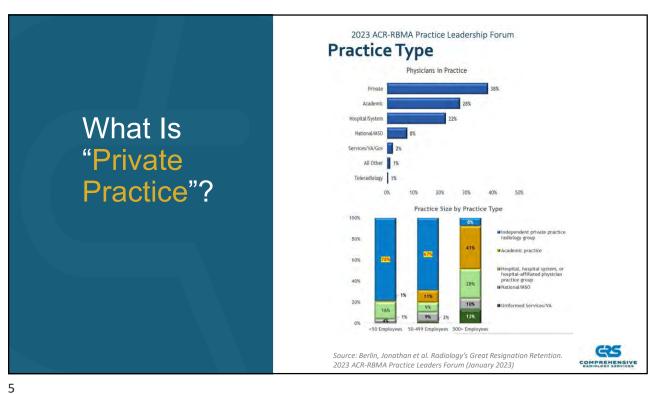
COMPREHENSIVE

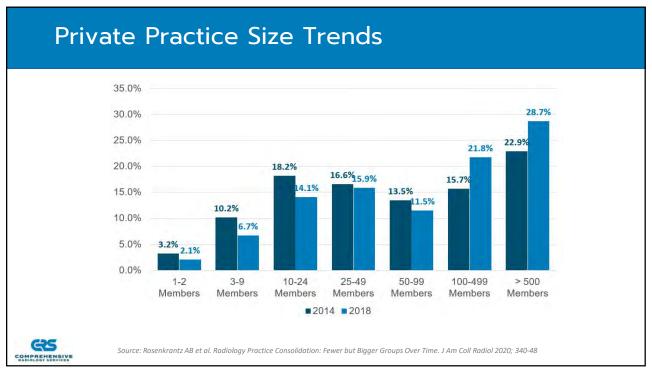
Top 10 Tips for Success in Private Practice: Methodology

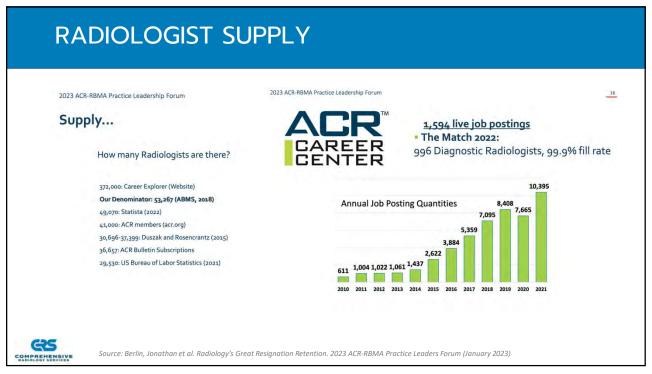


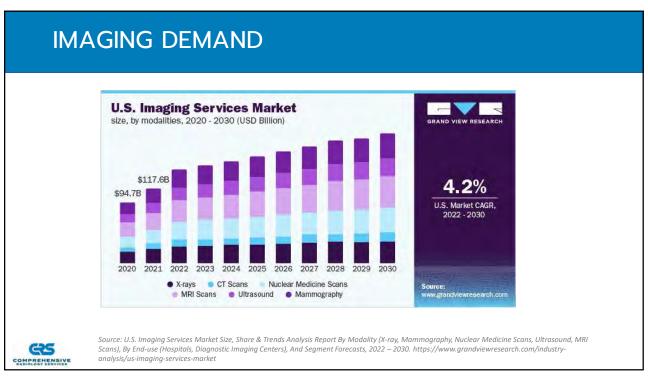
- Polled my group of 20 rads in Hattiesburg
- Interviewed with rad colleagues I've know 25 years
- Literature review of what I believe is relevant to be successful in private practice
- Personal anecdotes that have stood the test of time

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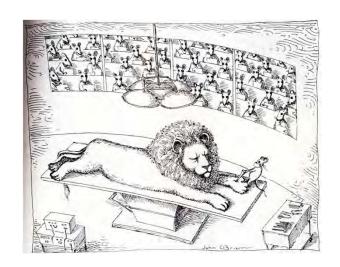


"...the largest physician-owned, physician-led practice in the U.S." 3,300+ 3,000 35 49_M 131 Cases per year Imaging centers 'It's nice to be able to connect We spend a lot of physician time with so many different levels of analyzing our own processes and patient care. That's what drew me trying to get better every day. By being a part of a bigger network w are able to take our best practices to the field, it was the flexibility of diverse opportunities that breast imaging offered." and combine them with the best practices of other leading physician groups across the Source: https://www.radpartners.com/about-us/our-practices COMPREHENSIVE

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What is Success?

- Oxford: accomplishment of an aim or purpose
- Webster: favorable or desired outcome
- Linkedin: personal learning and growth at work, make an impact, role model



CS COMPREHENSIVE RABIOLOGY SERVICES

WHAT IS SUCCESS?



Sense of wellness

encompassing physical, emotional, intellectual, spiritual, social, environmental, and occupational domains

Workplace drivers include individual factors, organizational factor, national factors



Source: Fishman MD et al. The Road to Wellness: Engagement Strategies to Help radiologists Achieve Joy at Work. Radiographics 2018;38:1651-64

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WHAT IS SUCCESS IN THE WORKPLACE?



- · Workplace success is a personal definition.
- My definition of success is multifaceted:
 - I want to be seen as the expert of the difficult case in my field both inside and outside of radiology
 - I want to be a **net contributor** to the radiology group, hospital system, and community
 - I want to have an overall balance of health and wellness at work and in life



TOP TEN TIPS FOR SUCCESS IN PRIVATE PRACTICE





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TOP TEN TIPS FOR SUCCESS IN PRIVATE PRACTICE

- 1. Show up
- 2. Be Professional
- 3. Understand, prevent, & treat burnout
- 4. Take Lunch
- 5. Communicate effectively
- 6. Understand "systems-based practice"
- 7. Know your limitations
- 8. Adopt orphans
- 9. Follow up cases
- 10. Understand the position you accept



(1) SHOW UP

Have no tolerance for being late

- Contractual agreements for onsite services
- Relief needed for night readers
- Complex schedule is based on studies and manpower needs

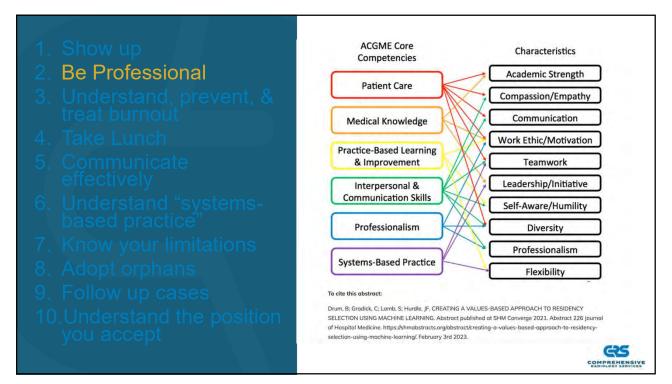
Bring positivity

- Positive can-do attitude and humility go a long way
- · License to have fun

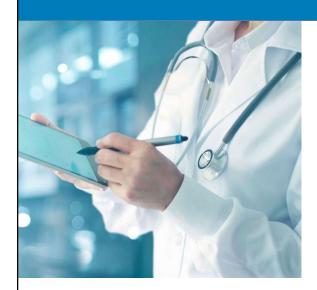
If 90% of success in life is showing up, the other 10% depends on what you are showing up for -Woody Allen



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(2) BE PROFESSIONAL, CONTINUED



ACGME Core Competency

- Compassionate and respectful
- Responsive to patient needs that supersedes self
- Respect for patient privacy
- Accountable to patients, profession and society
- Sensitivity and responsiveness to diverse patient populations



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(2) BE PROFESSIONAL, CONTINUED

- Skill, good judgement and polite behavior that is expected from a person who is trained to do a job well
- AAA: Ability, affability, and availability
- Handling stressors professionally
- Managing errors appropriately
- Interactions with physicians, nurses and administration
- Calling for help
- Champion of imaging





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(3) UNDERSTAND, PREVENT, AND TREAT BURNOUT

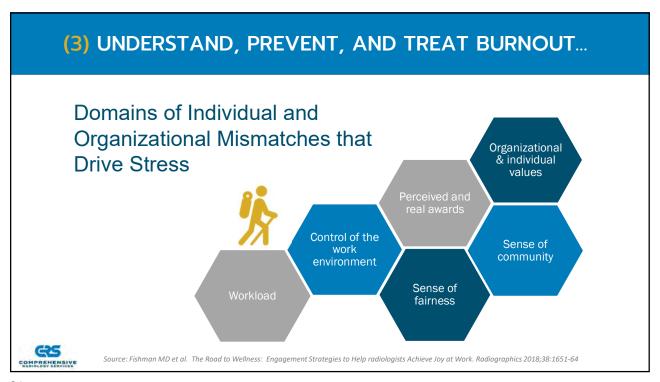
Burnout is perceived to be a significant factor for 86% of practices in the south¹

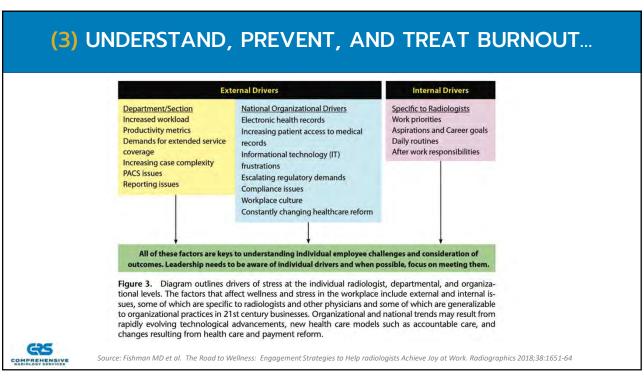
- Over half of radiologists in some surveys have signs of burnout
- Exhaustion physical, cognitive, & emotional
- Cynicism disengagement / depersonalization
- Inefficiency & feelings of lack of achievement and productivity



Sources

- Fishman MD et al. The Road to Wellness: Engagement Strategies to Help radiologists Achieve Joy at Work. Radiographics 2018;38:1651-64
 - Parikh JR et al. Radiologist Burnout According to Surveyed Radiology Practice Leaders. J Am Coll Radiol 2020; 17:78-81





(3) UNDERSTAND, PREVENT, AND TREAT BURNOUT...



Protect Against Burnout:

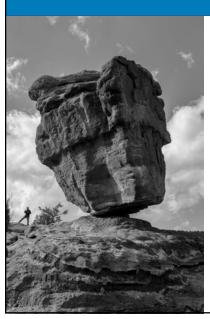
- Socialize with volunteer work and/or interaction with collogues
- Engage in hospital or group governance
- Get Involved in section, peer review committee, cancer conference, epic team, templates team, etc.
- Mentor & Be Mentored



Source: Fishman MD et al. The Road to Wellness: Engagement Strategies to Help radiologists Achieve Joy at Work. Radiographics 2018;38:1651-64

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(3) UNDERSTAND, PREVENT, AND TREAT BURNOUT...



Protect Against Burnout:

- Eliminate negative influences like gossip
- Connect to practice mission
- Review your definition of success
- · Balance health, diet, exercise, family

Source: Fishman MD et al. The Road to Wellness: Engagement Strategies to Help radiologists Achieve Joy at Work. Radiographics 2018;38:1651-64

(3) UNDERSTAND, PREVENT, AND TREAT BURNOUT...

Protect Against Burnout:

Be Resilient

- Bounce back
- · Be flexible
- · Be able to remove stress
- Be connected to work community
- · Identify personal sense of purpose
- Participate in projects



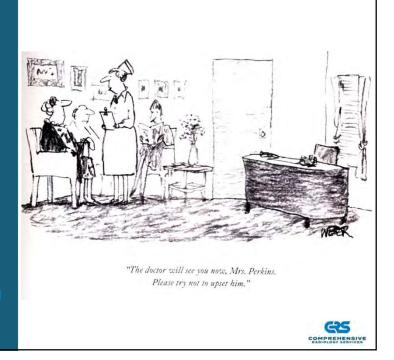
Figure 1. Diagram illustrates strategies that may help in building resilience against burnout (21).



Source: Fishman MD et al. The Road to Wellness: Engagement Strategies to Help radiologists Achieve Joy at Work. Radiographics 2018;38:1651-64

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(4) TAKE LUNCH



- Rest brain from decision fatigue
- Prevent the "hangries"
- Promote wellness and health overall
- Prevent burnout
- Eat at the doctors dining room when possible
- Build friendships
- Create social capital



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(4) TAKE LUNCH, CONTINUED



Social Capital

- Concept in social science that involves the potential of individuals to secure benefits and invent solutions to problems through membership in a social network.
- Three dimensions:
 - 1) Interconnective networks of relationships between individuals/groups,
 - 2) levels of trust that characterize ties,
 - Resources or benefits that are gained and transferred by virtue of social ties
- Social capital enhanced through network closure such as neighbors, religion, same age children, partners
- Related to success in job, academia, economic growth, maintenance of healthy psychosocial work environment



Sources:

-Britannica online access https://www.britannica.com/topic/social-capital February 21, 2023
-Clark A et al. The Impact of Work-place Social Capital in Hospitals on Patient-reported Quality of Care: A Cohort Study Of 5205 Employees and 23,872 Patients in Denmark. BMC Health Services Research 2021; 21:534

(4) TAKE LUNCH, CONTINUED



Social Capital - Danish Study

- WHALE : Wellbeing in hospital employee data
- 148 hospitals, 5,205 employees and 23,872 patients
- Measured social capital through extensive surveys
- Increased social capital demonstrated decreased length of stay and medical errors as well as increased patient satisfaction
- Improved care coordination, improved job satisfaction, reduced burnout symptoms.



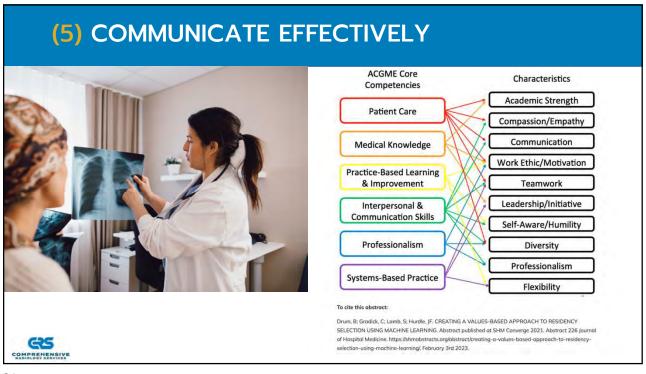
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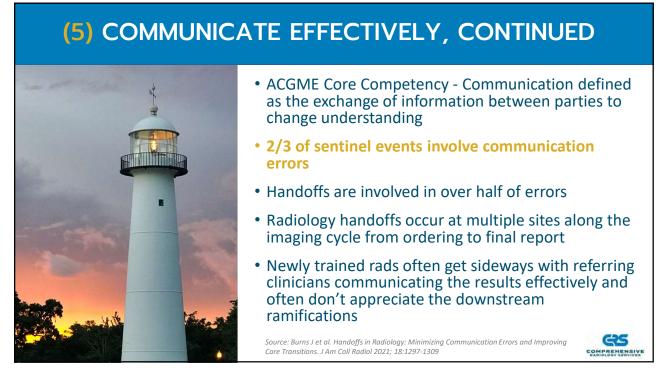
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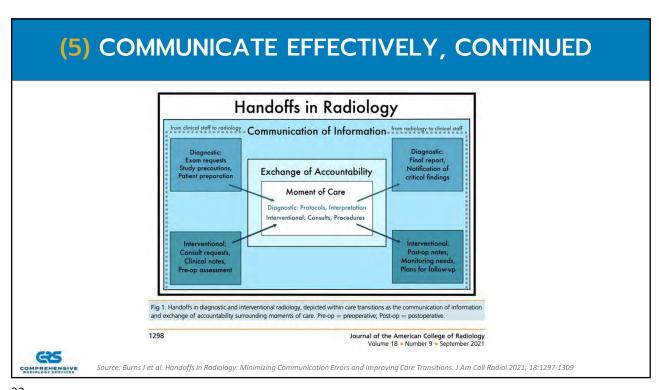
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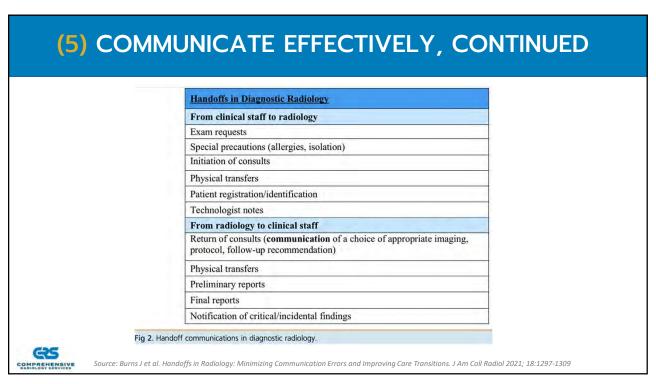


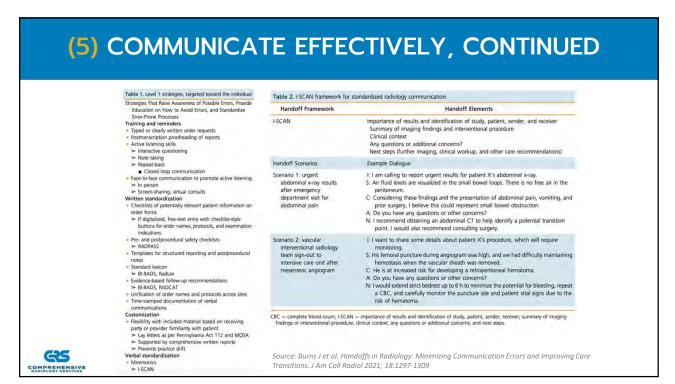












COMMUNICATION IN RADIOLOGY REPORTS

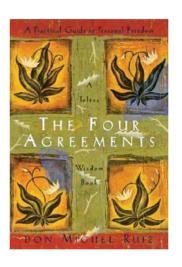


"You don't know how lucky you are! A quarter of an inch either way, and it would have been outside the area of reimbursable coverage!"

- End user of the report includes the following:
 - · Referring clinicians
 - · Other radiologists
 - Patients
 - Hospital administration (matching order to study, quality improvement, TAT)
 - Billing company (billable elements, MIPS)
 - National databases
 - Lawyers
- If you know what it is, say it -- if you don't know, say you don't and what to do next.
 - "Often right, frequently wrong, but never in doubt"
 - "Sometimes you have to go out on a limb, that is where the fruit is"

COMPREHENSIVE

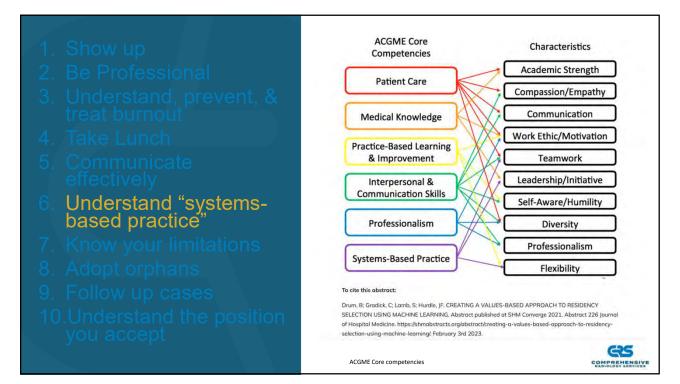
(5) COMMUNICATE EFFECTIVELY, CONTINUED



- Be impeccable with your words
- Say less and mean more
- You are paid for your opinion, be confident and give it
- Avoid gossip
- 1000 pleasant interactions



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(6) UNDERSTANDING SYSTEMS-BASED PRACTICE

What is a system?

Box 1. Handy question guide: is it a system, or just a collection of stuff? (adapted from Meadows 2008).

- · Are the parts identifiable? If yes, then...
- Do the parts interact with each other? If yes, then...
- Is there a difference between the combined interactions of the parts (or function of the parts together) compared to how each part behaves on its own? If yes, then...
- Does the function persist in a variety of situations?

If ves, then... it's a system!



Source: Betley, E et al. Introduction to Systems and System Based Thinking. Lessons in Conservation 2021; Vol 11: 8-23

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(6) UNDERSTANDING SYSTEMS-BASED PRACTICE



What is a system?

- Group of two or more parts/elements that interact over time to form a whole that has a purpose or function
- Simple, complicated, or complex adaptive
- Simple system is easily knowable with few parts, stable relationships and predictable function.
 - Example a pet goldfish, straightforward managing, does not deviate, caring for a fish



Source: Betley, E et al. Introduction to Systems and System Based Thinking. Lessons in Conservation 2021; Vol 11: 8-23

(6) UNDERSTANDING SYSTEMS-BASED PRACTICE



What is a system? (Continued)

- Complicated system is definable and solvable but may require high levels of experience to maintain and is technically or socially complicated
- Do not adapt but rather a high degree of certainty
 - Example is a radiology schedule of procedures with anesthesia on certain days
- Socially complicated but solvable built around relationships, finding common ground, creating respectful dialogue, agreed upon solutions and implementation



Source: Betley, E et al. Introduction to Systems and System Based Thinking. Lessons in Conservation 2021; Vol 11: 8-23

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(6) UNDERSTANDING SYSTEMS-BASED PRACTICE

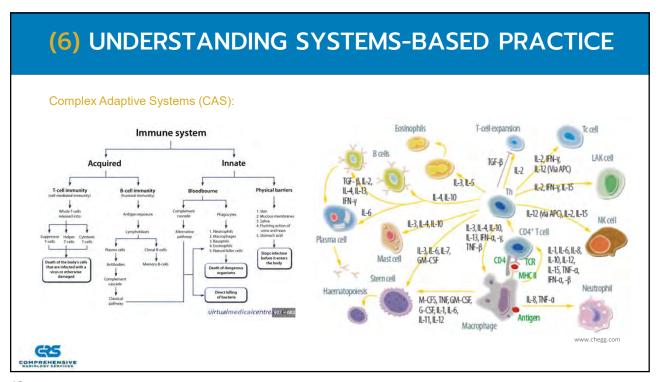


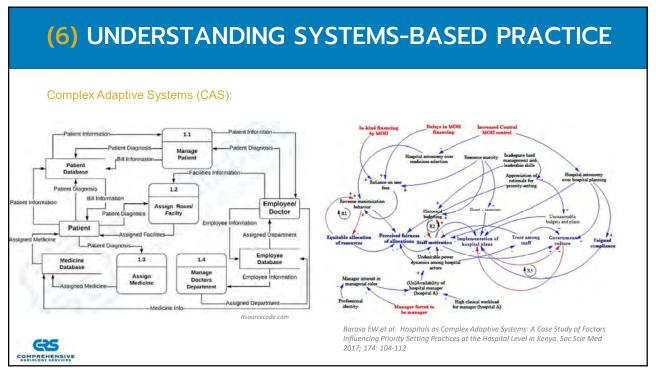
What is a system? (Continued)

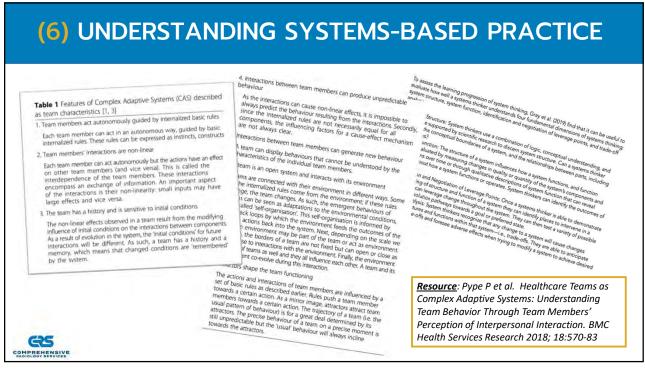
- Complex Adaptive Systems (CAS) have many different parts, nonlinear relationships and feedback loops across time and space (i.e. tipping points).
- Evolve and adapt, have elements of self organization to structure themselves without central control
 - Human immune system is a CAS
 - Hospitals have many CAS within their confines
 - Radiology practices are CAS



Source: Betley, E et al. Introduction to Systems and System Based Thinking. Lessons in Conservation 2021; Vol 11: 8-23







CAS EXAMPLE - CONTRAST SHORAGE



- lodinated contrast potential shortage last summer
- GE medical/omnipaque supply affecting Bracco/ Isovue demand
- Monthly Bracco order frozen at last year levels and delayed and reduced
- Unknown current consequences and uncertain future supplies
- Many rads felt now was the time to "finally get the ER to stop ordering unnecessary exams"
- Many stakeholders concerned



CAS EXAMPLE - CONTRAST SHORAGE **VP** Operations BRACCO Purchasing Pharmacy ovue Contrast Location **Emergency** Chief Cath Lab Room Medical Officer COMPREHENSIVE Physicians & Admin Cardiology **ER Practice** Physicians & Admin Physicians & Admin

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CAS EXAMPLE - CONTRAST SHORAGE



- Convened first meeting before we had any actual shortage or any delayed deliveries
- VP operations, CMO, director of pharmacy, director of the Cath lab, director of ER and radiology attended
- Many great unexpected things learned, many new friends and allies made
- Even though we had our supply delayed and cut, we had a surplus of contrast
- Radiology was seen as a facilitator of a process to address complex problems in a complex time

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COMPREHENSIVE

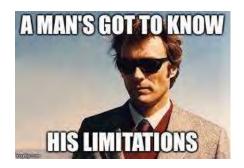
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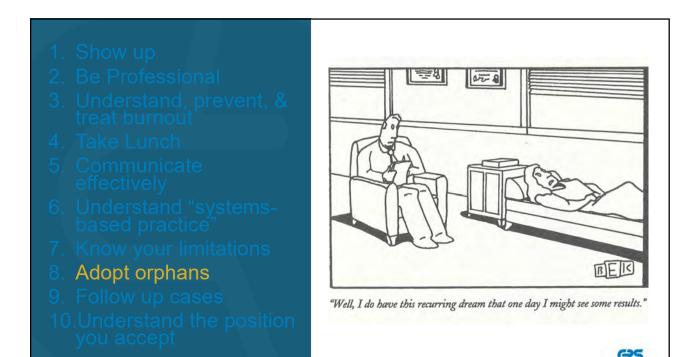
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(7) KNOW YOUR LIMITATIONS



- Slot Expectations
 - If you are a not an MSK, do you read those studies?
 - Practice might expect everyone to read stroke alerts
- Group Policies
 - "Our policy is to follow the policy, in the absence of a policy our policy is to make a policy",
 - When to override policy?
- Personal Capacity
 - What is your capacity to participate? Can you say Y or N?
 - · Ask for help

COMPREHENSIVE



(8) ADOPT ORPHANS Every group has cases or jobs that no one wants ... "the orphans" Partners and referring clinicians will love you Add value to you group and community Increase your sense of input and accomplishment One of my examples in Hattiesburg was prostate MRI's. Everyone hated, poor correlation, few done Last 6 months we did a total of 371 prostate MRI's between August 2022 and January 2023(3-5/day)

(8) ADOPT ORPHANS



Practice Governance

- Management Team
- Director of an imaging center or medical center
- Project done for the group
- Schedule
- Recruiting
- PA supervisor
- Section protocol team
- Peer review
- · Many other items



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(8) ADOPT ORPHANS



Service-Hospital Governance

- Committees (Med Exec, Credentials, MPIC)
- Officer of a hospital committee
- Modality director and supervision of protocols
- Meetings with hospital administration
- Board level interaction with physicians
- Trauma team
- Cancer committee
- Radiation safety committee



(8) ADOPT ORPHANS



Community Service

- Foundation participation/leadership
- Attending free health fairs/director
- Serving on community health board
- Participating in church/social functions related to health care
- Fund raising...relay for life
- Media health information spots



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- Follow up cases



(9) FOLLOW UP CASES



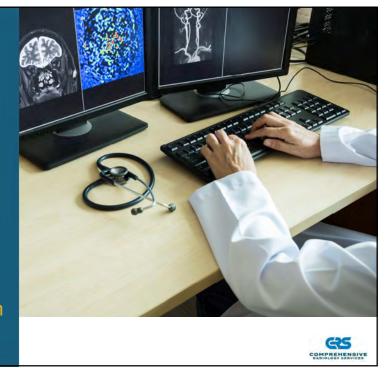
 Keep note pad of cases you read and follow up

Examples:

- Prostate MR if I call a lesion, I check
- Body CT follow up after the surgery
- Continually improve your reads and adds to the sense of being part of the health care team

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(10) UNDERSTAND THE POSITION YOU ACCEPT



- What is the mission of the group?
 - Actual vs. Stated
- What is the culture of the practice?
 - How are decisions made?
 - What is the level of trust amongst physicians?
 - What is the expected amount of work vs time off?
- What are the practice's strategy & growth pattern?
 - Is the practice growing, shrinking, taking more or less time off, hiring more, investing in technology or streamlining?

ource: Muroff LR. How to Evaluate a Private Practice Radiology Job Offer. J Am Coll Radiol 2014; 934-5



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(10) UNDERSTAND THE POSITION YOU ACCEPT...



- What opportunities exist to be involved in your subspecialty?
 - i.e. new service lines, updated protocols, recruitment, etc.
- What community will I live in?
 - Will my family (significant other) be happy in the community, school, culture?
- Is the practice a good fit for your personal goals and gifts?



Source: Muroff LR. How to Evaluate a Private Practice Radiology Job Offer. J Am Coll Radiol 2014; 934-5

FINAL THOUGHTS



"Doctors said that although the approach is still experimental, it may prove an effective weapon in the fight against heath-care reform."

- Define success so you know what you are trying to achieve
- Identify your role, be confident, know your limitations
- You get out what you put in, ask to serve
- Navigating in complex adaptive systems like a hospital or a radiology group requires understanding things like effective communication, burnout, social capital, and systems-based practice
- "Glory Days" are over...not so fast



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