

# Your Next Speaker or facilitator!

Owen J. Dahl, MBA, FACHE, CHBC



**“Very knowledgeable and entertaining speaker, shared incredible information in a very concise manner”**

Owen Dahl is continuously developing programs leading to improved efficiency, solid employee retention, and increased bottom line outcomes for today’s medical practice. His speaking style has been impressing and entertaining physicians and practice managers for years.

He has over forty years of experience in health care that includes hospital administration, practice management, teaching at the University level, and an author. He has also been on the faculty at several universities and colleges concerning issues of physician practice management. He has developed the programs leading to certification of medical practice managers and health care business consultants.

Owen’s presentations offer up to date knowledge that challenges the participant to improve at least one procedure or action when they return to the office

Owen is a facilitator for planning retreats for organizations both large and small. His interactive style allows for input and involvement of all participants who leave with a realistic workable plan.

Owen is the author of Think Business! Medical Practice Quality, Efficiency, Profits and The Medical Disaster Planning Guide



## **A partial list of suggested programs (and objectives):**

### ***Think Business! Put These 10 Strategies to Work – This is a great option as a key note address***

- To assist in the review of current year – Clint Eastwood model
- To assist in preparation for the next six to 12 months
- To identify what can be done to today to prepare for next year
- To apply theories and principles – to encourage you to think about today and the future
- To help you identify three things for this year end and three things for next year that you will change and implement

### ***How Much Does it Really Cost to See a Patient?***

- To identify costs in seeing patients and answering the question on how much it costs YOU to see a patient
- To develop methods and tools to manage costs
- To validate the benefits of understanding and managing patients through cost awareness

### ***The Efficient and Effective Practice (designed for your specialty)***

- To identify the 80% routine items in the office and look at ways to standardize those items
- To learn more about the Pareto rule...it will put things in perspective
- To define strategies on how to focus on quality outcomes during EVERY patient visit
- To learn about strategies to meet routine needs and continuously improve those processes
- To identify specifics on how to improve patient satisfaction results
- To learn how to provide tools to your staff to encourage immediate action (and innovation) that will have an effect on everyday office activity

### ***Real World Competition Strategies for Your Practice***

- To define competition and identify competitive strategies: focus, differentiation, and least cost
- To give detailed examples of each strategy with specific practice models
- To identify and select target market(s) to minimize competition
- To design takeaways, with the challenge to implement at least ONE now!
- To show how to validate through recording and reporting outcomes

### ***Implementation of Continuous Improvement in Your Practice (this is a one hour discussion OR it can be a two hour work session using small groups)***

- To apply Lean and Six Sigma philosophies to the medical practice
- To identify the concept of continuous improvement
- To provide a hands on approach to continuous improvement

- To utilize three realistic scenarios that are bottlenecks in the practice that will lead to highly successful outcomes

### ***Motivating Employees in a Changing Environment***

- To encourage the establishment of a motivational environment, tools for the manager
- To understand the emotional needs of the individual and a group
- To define the “What’s in it for me” WIFM scenario for individuals and groups
- To achieve consistency with organizational mission, strategies and goals

### ***Happier Patients & a Happy Bottom Line***

- To identify way of dealing with Today’s Patient
- To learn the reasons patients “fire” their doctor and other relationship issues
- To review important patient service needs
- To discuss ways to excel in Customer Service

### ***Pay 4 Performance, PQRI, and Practice De-selection***

- To review the current status of P4P, PQRI, and practice report cards
- To assist in the development of a practice strategy to deal with quality and reporting issues
- To review actual instances and experiences of practices as examples for consideration in your practice

### ***Disaster Planning and Recovery***

- To identify the various disaster scenarios that could affect the practice
- To identify a plan of action for any oncology practice to deal with a pending or recent disaster, and
- To develop a business continuity plan for patient care and practice survival

### ***Governance and Decision Making – the issues a solutions***

- To identify the issues of governance and their impact on practice decisions
- To frame the decision making model based upon various practice culture, expectations, organizational structure, politics, and resources
- To define processes for appropriate decision making

### ***Power, Politics and Conflict***

- To identify the existence power and politics in the practice that lead to conflict
- To provide the tools to work through these issues
- To provide an interactive approach to solving conflicts based upon the power players and politics that exist in your practice

***Performance Systems Management – Is it right for you?***

- To define performance systems management and its applications to your practice
- To identify core measurements and define the processes for their collection
- To describe and contrast tools to assist your practice such as root-cause analysis, what-if, and items to improve quality of care

***Full day program – for education or as a model for planning retreat:***

- Strategy/business – addresses what business you are in and how to proceed
- Product/service – what do you offer and how can you analyze to prove its profitability and/or meeting the needs of patients
- Organization/decision making – how is the practice structured and how to make leadership more efficient
- Process – how are things done

***Facilitator for your planning retreat, practice development, dealing with interpersonal physician issues and conflicts***

- To develop a planning document necessary for a roadmap for the future
- To create an open environment where facts, opinions, emotions, and issues surface leading to appropriate outcomes
- To identify the key issues and seek successful resolution

## **Partial list of presentations**

**Best Practices in Scheduling: Less Stress, More Access and Marketing Your Practice in a Tough Economy** for Primed Conferences in Ft. Lauderdale, Chicago, Houston, Anaheim, New York City, Boston, and Baltimore in 2009.

**Getting Paid: Coding, Contracting, and Negotiating**, US Psychiatric Congress, San Diego, Oct 2008

**Real World Competitive Strategies for Your Practice**, Audio conference, Oakstone Publishing, Oct 2008

**The Efficient and Profitable Dermatology Practice**, Association of Dermatology Administrators/Managers, San Francisco, Oct 2008

**So You Think You're Smarter than You're 5<sup>th</sup> Grader**, Kansas MGMA, September 2008

**The Efficient and Profitable Pediatric Practice**, Texas Pediatric Society, The Woodlands, TX Sep 2008

**How Much Does it Really Cost to See a Patient?** Association of Otolaryngology Administrators, Audio Conference, Aug 2008

**It Takes a Village: Providing Coordinated Diabetic Care in the Digital Age**, Audio Conference, Med-IQ, July 2008

**Conduct Review Course** leading to Certified Healthcare Business Consultants, St. Louis, MO Jun 2008, 10<sup>th</sup> year in a row to lead this course

**Understanding and Managing Overhead**, Primed Southwest, Houston, TX Mar 2008

**Doing the Math: Making a Decision about Adding Ancillaries**, Primed Southwest, Houston, TX Mar 2008

**Washington Update**, Pod Cast, Greenbranch Publishing, Mar 2008

**Drucker, Porter, Maslow, Senge – What do they have to do with the Dermatology Practice?** San Antonio, TX Jan 2008

**Consultant Review**, University of South Florida, Tampa, FL Jan 2008

**Transition from Fellowship to Practice**, Iowa Oncology Society, Nov 2007

**Think Business Put These 10 Strategies to Work in Your Practice**, Montgomery County Medical Society, Annapolis, MD, Oct 2007

**Motivating Employees in a Changing Environment**, Cerner Annual Conference, Kansas City, MO Oct 2007

**Happier Patients & A Happier Bottom Line**, Cerner Annual Conference, Kansas City, MO Oct 2008

**Disaster Planning and Recovery** – South Carolina, Florida and California Oncology Managers, Association of Otolaryngology Administrators, Washington DC, Assembly Oncology – Hematology Administrators - MGMA, Austin, TX in 2007

**Change Management in Physician Practice**, Cerner Practice Management Symposium, Orlando, FL Oct 2006

**Managed Care Contracting Strategies**, Louisiana MGMA, March 2005

**First Patient – First Dollar**, LSU School of Medicine, 2001 - 2005

**EMR Solutions and Training Resources**, IMPAC Users Group, Columbia, SC Nov 2004

## **Professional Affiliations**

Member National Society of Certified Healthcare Business Consultants  
Certified Healthcare Business Consultant  
Past President of the Society of Medical-Dental Management Consultants  
Medical Group Management Association  
Texas Medical Group Management Association  
President-elect, Gulf Coast Medical Group Management Association  
Fellow, American College of Healthcare Executives

## **Work Experiences**

CEO 300 bed merged community based hospital in South Dakota  
President management services organization managing 11 groups, 65 physicians and \$80M in annual revenues  
Independent physician practice management consultant

## **Faculty Appointments**

Adjunct Faculty, University of New Orleans, New Orleans, LA  
Adjunct Faculty, Our Lady of Holy Cross College, New Orleans, LA  
Adjunct Faculty, Southern Illinois University, Carbondale, IL

## **Articles**

*Disaster planning*, Cardiology, Oct 2008

*Decision Making models and their application to your practice*, Cardiology, December 2008 and January 2009

*Who's measuring your group's quality? Insurance carriers can "deselect" providers that don't meet their criteria*, MGMA Connexion, November/December 2008

*Six Sigma and Modifications to Gain and Efficient Practice*, Journal of Medical Practice Management, September/October 2008

*What Does It Cost You to See a Patient?* Journal of Medical Practice Management, March/April 2008

Weekly author for Hem-Onc Linx, online management tips for Oncologists 2007 – 2008

Contributor to Practice Pearls, Physician Practice, 2007 – 2008

## **Interviews**

Contributor to Medical Economics, Physicians Practice, Physicians News Digest, The Doctors Office, The Street.com to name a few

Reach MD and XM 157 Medical Radio interviews

## **Comments:**

“Excellent Information” – ADA/M attendee in San Antonio

“We should have him do a whole day and not just an hour, very knowledgeable, relevant, and excellent speaker” Dan, CPA, Louisiana

“Dahl offers a vision and provides excellent planning ideas for physicians and administrators who want to improve all of the operations in the medical practice.” CMM

“Owen Dahl helps you understand the complexities of the business of medicine so you can better manage your practice. It will make you a more sophisticated leader. The quality of your patient care will go up.” Dick Haines, MDI

“Terms such as benchmarking, flow charts, Six Sigma, and a Pareto diagram are the new tools for the successful practitioner of the future. Since most clinicians have never heard of these tools, and were never exposed to them in any aspect of medical school or residency training, Dahl has done a great basic service ...” David B. Nash, MD, MBA

“I thought it was an extremely educational seminar. I took 5 pages of notes!!!!!!” participant in audio conference for the Association of Otolaryngology Administrators

“Excellent presentation with very valuable information” participant in Kansas MGMA meeting