

Nobody Told Me That!
Management Issues Everyone Is Afraid to Talk About
Presented by Teresa Duncan, MS

Patient Complaints

4 Most Common Complaints

- 1.
- 2.
- 3.
- 4.

Meeting Types for Complaints

Interviewing candidates

Awkward Employee Conversations

Issues that drive us nuts

Preparing for the unexpected (or expected!)

Sales, retirements or tragedy – how do you plan for these?