



MICHAEL T. (MICKEY) HARRIS, M.D.

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. Huron's speakers and authors bring up-to-the-minute knowledge from their work in healthcare organizations across the U.S. and beyond.

We are more than a speakers' bureau. Our speakers are results-driven performance experts who are directly involved in crafting solutions to some of your most pressing problems, including financial challenges, patient safety and quality, pay for performance, and more.

Prior to your event, Huron's speakers and support teamwork 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, Huron speakers deliver the perfect balance of inspiration and education for every audience.



HURON



Michael T. (Mickey) Harris, M.D.

NATIONAL SPEAKER, AUTHOR

Dr. Michael T. (Mickey) Harris is the founder of MTH Health LLC, a national healthcare leadership consulting practice. Mickey is a physician and senior healthcare operations executive with over 25 years of progressive multispecialty group practice, academic departmental and enterprise wide health system leadership. He is a recognized mentor for the leadership development of both healthcare executives and physician leaders.

Mickey is a surgeon who practiced for 30 years with an international reputation in reconstructive gastrointestinal surgery and who helps provider organizations effectively bridge the worlds of physicians and nonphysician executive leadership.

PROFESSIONAL EXPERIENCE

Prior to founding MTH Health, Mickey was the senior vice president and chief medical officer for Englewood Health in northern New Jersey. In this position, he was accountable for inpatient operations and oversaw all clinical departments, as well as nursing, quality, perioperative services, labor and delivery, emergency department and intensive care units, behavioral health, and Englewood's world-renowned Institute for Patient Blood Management and Bloodless Medicine and Surgery. He was a senior leader in forming the Englewood Health Physician Network, which grew to over 400 providers in 70 locations in five years. Prior to Englewood Health, Mickey was the vice-chairman of surgery at the Icahn School of Medicine at Mount Sinai in New York, where he helped overhaul the revenue cycle while maintaining the highest quality and exceptional patient experience outcomes. At Mount Sinai, he created one of the first business of medicine courses for medical students in the U.S. He is the author of the book *Excellence With an Edge: Practicing Medicine in a Competitive Environment*, which includes a forward by Quint Studer.

INDUSTRY SPEAKING ENGAGEMENTS

- Aurora St. Luke's Medical Center Medical Staff Annual Meeting
- Association of Academic Surgical Administrators (AASA)
- Beebe Healthcare Leadership Development Institute
- Cerner CommunityWorks Summit
- Connecticut Children's Medical Center Leadership Academy
- Cornell University College of Human Ecology Master's Program
- Einstein Medical Center Montgomery Medical Staff Annual Meeting
- Louisiana Heart Hospital leadership retreat
- New York University's Robert F. Wagner Graduate School of Public Service
- Quorum Health Corporation National Physician Leadership Academy
- Rutland Regional Medical Center — Physician Leadership and Leadership Development Institute
- Society for the Advancement of Blood Management
- Trillium Health Partners
- University of Washington Leadership Development Institute
- U.S. Anesthesia Partners — Physician Leadership
- U.S. Anesthesia Partners — Certified Registered Nurse Anesthetist (CRNA) Leadership
- What's Right in Health Care®
- William Osler Health System Leadership Forum

EDUCATION AND CERTIFICATIONS

- M.D., Columbia University Vagelos College of Physicians and Surgeons
- Diplomate, American Board of Surgery
- Aresty Scholar, The Wharton School, PHLA

PROFESSIONAL ASSOCIATIONS

- American Association for Physician Leadership
- Fellow, American College of Surgeons
- Society for the Advancement of Blood Management

PUBLICATIONS/AUTHORED RESOURCES

- *Excellence with an Edge: Practicing Medicine in a Competitive Environment*. Firestarter Publishing, 2010.
- “Building a Reputation and Successful Career.” Baum, et al. (ed): *The Complete Business Guide for a Successful Medical Practice*. Springer Science and Business Media, 2015.
- “Billing, Collections, and the Revenue Cycle.” Baum, et al. (ed): *The Complete Business Guide for a Successful Medical Practice*. Springer Science and Business Media, 2015.
- “Colorectal Carcinoma.” Singleton J (ed). Primary Care. Lippincott-Raven, 1999.
- Over 25 scientific papers in top peer-reviewed journals
- [“To Sell or Not to Sell? Four Crucial Steps Private Practice Owners Need to Take Before Answering This Question.”](#) Becker’s Hospital Review, 2011.

Presentations

MAKING BETTER DECISIONS

Audience: All Leaders

Focus: Leadership, Change Management, Strategy and Innovation

Length: Keynote, Half-day

We make thousands of decisions every day—you read that right. Fortunately for everyone involved, most are automatic and usually work out reasonably well. But as we make decisions as (or on behalf of) an organization, we almost always do so without the process we need to optimize our chances of a good outcome. Formalizing the decision-making process has been shown to lead to faster results and better outcomes than any other factor. In this highly interactive workshop, we will apply the tools of decision authority and decision management to real issues facing the participants. We will examine universal barriers to good decision making and learn specific strategies to overcome each. This workshop combines well with “Run Effective Meetings” and/or “Communicating for Success” for a full-day event.

Learning Objectives:

- Understand the rationale and data supporting the use of a formal decision-making process.
- Learn the application of a decision-authority matrix for organizational decisions.
- Understand how universal cognitive biases affect our decisions.
- Utilize strategies to address and overcome common cognitive biases.
- Apply these strategies to a specific ongoing issue facing each participant.

COMMUNICATING FOR SUCCESS

Audience: All Healthcare Roles

Focus: Communication, Organizational Culture

Length: Keynote, Half-day

Virtually every misunderstanding, issue, near-miss, or even iatrogenic injury is at some point described as a “communication problem.” Understanding how humans convey information – including verbal and non-verbal – and recognizing common barriers to effective communication will lead to better outcomes for patients, staff and across the board (including in our personal lives). In this session, we will discuss the use of language as well as define nine forms of non-verbal communication, and review how we can remove the barriers to communicate with our patients more effectively and each other. This module combines extremely well with any of the other offerings.

Learning Objectives:

- Identify common barriers to effective communication, and how they appear in patient and staff interactions.
- Learn specific tools to avoid these barriers and reduce anxiety.
- Identify nine forms of nonverbal communication and how to use them to enhance your interpersonal skills.
- Apply these strategies to a specific ongoing issue facing each participant.

RUN EFFECTIVE MEETINGS—OR CANCEL THEM!

Audience: All Healthcare Roles

Focus: Leadership, Communication, Organization Culture

Length: Keynote, Half-day

We all spend too much time in meetings, and it seems that the most common reason we go to them at all is that they magically appear on our calendars. Too little thought is given to the most efficient and effective ways to get work done. In this session, we will examine the various formats of organizational communication, including remote and face-to-face, real-time and delayed response, and learn the best (and worst) uses of each. We will also provide the tools that make each of these types of communication most effective. This highly practical module combines well with “Making Better Decisions” and/or “Communicating for Success” for a full-day event.

Learning Objectives:

- Identify the various formats of organizational communications and meetings.
- Understand the most (and least) effective uses of each.
- Learn the structure of effective meetings, including pre-, intra-, and post-meeting considerations.
- Utilize tools for reproducibly effective one-to-one and committee meetings.

SUITS AND WHITE COATS—CREATING EFFECTIVE PARTNERSHIPS WITH PHYSICIANS

Audience: Executive Leaders, Nurse Leaders, Directors, and Supervisors

Focus: Communication, Leadership, Change Management, Physician Alignment and Engagement, Organizational Culture

Length: Keynote, Half-day

As an executive, you have grown up in a different world from that of the physician—the world where everybody else lives, except physicians. And yet, you are responsible for managing a business unit in which physicians generate at least some of the revenues and expenses, and most of the headaches. And, believe me, the average physician views you in much the same way. This session is a physician leader’s perspective on the mind of the physician, with advice on how to foster an environment of trust and collaboration that will inure not only to your benefit but to that of the physicians and your institution as well. We will review specific programs and tools you can use to enhance your relationships with physicians of all levels, from deans to house officers and to leverage those relationships to improve your overall business.

Learning Objectives:

- Identify and articulate intrinsic and extrinsic barriers to the clarity of mission and mandate.
- Identify different physician groups and their key drivers.
- Tailor different communication and management techniques to different physician personalities.
- Implement specific tools to improve physician-staff and physician-management relationships.
- Engage physicians as partners in driving clinical, operational, and financial success.

BUILDING AND MAINTAINING LOYALTY AND MARKET SHARE

Audience: All Leaders, Physicians

Focus: Leadership, Communication, Change Management, Patient and Consumer Experience

Length: Keynote, Half-day

Your ability to understand your medical practice or program's position in the market, protect and grow market share, and plan for the future is more critical than ever. The efforts spent on understanding, tracking and improving your program's finances will mean little if you don't understand the critical value of loyalty, marketing and strategic planning. This session will address the "soft skills" of building and maintaining a successful program in an environment where it is increasingly difficult to retain patients' loyalty and referring physicians. We will learn to use specific tools to manage the nonfinancial aspects of any medical practice or program. This combines well with "Language and Tools for the Business of Healthcare" for a full-day event.

Learning Objectives:

- Distinguish the difference between marketing and advertising.
- Differentiate yourself from your competition.
- Apply relationship marketing principles to increase volume, grow loyalty and avoid wasted effort.
- Identify and correct behaviors that can destroy a practice.
- Capitalize on specific strategies for managing staff and referring physicians.
- Understand the value of service recovery.

LANGUAGE AND TOOLS FOR THE BUSINESS OF HEALTHCARE

Audience: Physicians, Physician Leaders, Nurse Leaders

Focus: Leadership, Communication, Change Management

Length: Keynote, Half-day

In this session, we will review the specific metrics you need to track to run a profitable medical practice or program and tools you can use today to help manage your accounts receivable (AR). We will learn some of the language common to decision makers in all industries and remove the mystery from financial concepts that determine whether any business (including yours) will thrive or fail. Finally, we will go step by step through the development of a simple business plan that will help you evaluate the financial viability of a project (new hire, program or equipment). This will give you the credibility you need to get your next great idea funded and expand your sphere of influence in your institution. This combines well with "Building and Maintaining Loyalty and Market Share" for a full-day event.

Learning Objectives:

- Understand how to track and interpret critical metrics of medical management, including charges, receipts, relative value units (RVUs), days in AR and charge lag.
- Understand key financial concepts that impact any business.
- Understand the nature of fixed and variable costs and the relationships between costs, volume and profit.
- Create a simple but effective business plan to increase the chances of having new projects funded.
- Understand contribution margin and perform breakeven and target analyses and assessments of return on investment (ROI), to help in critical decision making.

REMEMBERING WHY WE'RE HERE

Audience: All Leaders

Focus: Leadership, Patient and Consumer Experience, Organizational Culture, Quality and Safety

Length: Keynote

We are all in the business of patient care for a reason—it's just that sometimes we lose sight of why, which can often lead to disillusionment or even burnout. This program makes a case for service excellence. It reconnects

physicians and staff (including back-office personnel) with their patients and, just as importantly, with each other. It will serve as a reminder that we are all trying to accomplish the same goal — taking great care of patients and their families. This content may be combined with other programs or stand alone in lecture format for larger groups (e.g., grand rounds or staff meetings).

Learning Objectives:

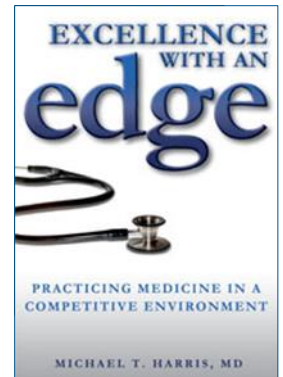
- Recapture the joy and pride of working in healthcare.
- Appreciate the personal value of other people's time.
- Examine what patients and their families really want and what they're saying about you.
- Critique specific tools for improving customer service and understand why using these tools is good for patient satisfaction, physician satisfaction, staff satisfaction and business/bottom line

Authored Resources

EXCELLENCE WITH AN EDGE: PRACTICING MEDICINE IN A COMPETITIVE ENVIRONMENT

Once upon a time, physicians went to work, cared for their patients and went home. In the process, they made a decent living. They didn't worry so much about how they got paid—they simply practiced good medicine and accepted that the money would come. Those days are long gone. Twenty-first-century doctors work in a field that seems to grow more complicated every day. At the same time, the competition gets fiercer and fiercer.

The implication is clear: Yes, you must consistently provide the highest-quality care and excellent service—they're the tickets to entry in this profession—but to do that, you must also be able to run a great business. That's what *Excellence With an Edge* is all about. Dr. Michael T. Harris ran successful practices and small and large businesses for over 25 years and is the founder of MTH Health, a healthcare leadership consulting group. He has written an insightful book that provides physicians with practical tools and techniques for running a financially sound practice. (And no, you probably didn't learn them in medical school!)



What Organizations Are Saying

"He was very engaging to the group. We received many comments after from participants who loved the event."

~ CEO, Healthcare Facility

"Dr. Harris was so easy to work with and quick to get back to me. He was thorough in his preparation and quick to get me the materials for the event."

~ Medical Director

"Dr. Harris was very conscientious and engaged in preparing for our group. Excellent engagement!"

~ Event Planner

"Engaging, organized, relevant."

~ Human Resource Director, Healthcare System

"This was a new venture for us, and we are in the learning stages of how to best work with skilled presenters like Dr. Harris. He made it easy and no question, he presented all we requested!"

~ CEO, Medical Facility

"He communicated well during planning, addressed the areas that we were interested in and was a very knowledgeable and engaging speaker. We had very good feedback from our attendees."

~ CEO

"We felt that Mickey had a good grasp of what we needed to convey to the audience and delivered the message very well. We appreciate the recommendation to have him as our speaker."

~ Medical Director



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