



# DAN SMITH, 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.



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# Dan Smith, M.D.

## **EXECUTIVE MEDICAL DIRECTOR, PRINCIPAL, COACH, NATIONAL SPEAKER**

Dr. Dan Smith is a physician executive and practicing physician with more than 20 years of healthcare experience, including specific expertise in cultural transformation, workforce and physician engagement, compassion science, patient experience of care, and physician leadership development. He works with hospitals, health systems, and medical groups to create best-in-class workplaces for physicians to practice, staff to work, and patients to receive care.

## PROFESSIONAL EXPERIENCE

Dr. Dan Smith has over two decades of healthcare expertise as a practicing physician, leader, and adviser. At Huron, he works with organizations across the industry, including health systems, academic medical centers, and group practices, to strengthen their culture and elevate key organizational outcomes.

Dan joined Huron in 2009 and has coached, mentored, and lectured at over 200 organizations in the U.S., Canada, the Philippines, and Australia. He has trained over 11,000 physicians and advanced practice providers worldwide. He is on the faculty at Indiana University School of Medicine and practices at Indiana University Health Methodist Hospital. He is active on several committees and supports the patient experience improvement program for EDs.

Dan completed medical school at Indiana University School of Medicine in 1995. He was awarded the "Excellence in Emergency Medicine" certificate by the Society for Academic Emergency Medicine on behalf of IU. He then completed a residency in emergency medicine at William Beaumont Hospital, where he was chief resident and awarded "Resident of the Year" by the Department of Emergency Medicine. Dr. Smith has been awarded six Pillars of Excellence from Huron and the Crystal Flame Award.

## INDUSTRY SPEAKING TOPICS

Dan speaks frequently at conferences on performance excellence in the age of change, physician communication, and physician performance feedback. Other speaking topics include the following:

- Alignment and Accountability
- Building Teamwork, Trust, and Engagement
- Change Management and Leadership
- Clinical and Operational Dyad Leadership
- Communication
- Compassionate Care Delivery
- Executive Leadership
- High-Reliability Organizations (HRO)
- Leadership
- Organizational Culture
- Patient and Consumer Experience
- Physician Alignment and Engagement
- Physician Leadership Development
- Provider Talent Acquisition and Retention
- Quality and Safety
- Resilience and Wellness
- Strategy and Innovation

## EDUCATION AND CERTIFICATIONS

- M.D., Indiana University
- M.S., Indiana University
- B.S., Indiana University

## PROFESSIONAL ASSOCIATIONS

- Diplomate, American Board of Emergency Medicine
- Fellow, American College of Emergency Physicians
- Member, Indiana Chapter of the American College of Emergency Physicians
- Indiana State Medical Association

## PUBLICATIONS/SPEAKING ENGAGEMENTS

- Journal of Emergency Nursing, Volume 39-Sept 2013; “Driving Efficient Flow—Three Best Practice Models”
- Becker’s Hospital Review, June 2018; “Use Scribes To Improve Efficiency And Reduce Burnout”
- Hardwired Results, Issue 14- “The Hidden Costs Of Declining Physician Engagement”

### Studer Group Insights:

- “The Patient Experience—Does This Really Matter?”
- “ED-Hospitalist Care—The High-Impact Handover”
- “Comfort And Pain Perspectives In The Era Of The Opioid Epidemic”
- “It’s About The Conversation—Using The INVEST Framework To Connect And Provide Feedback”

# Presentations

## C.A.R.E.—Compassion and Realizing Excellence

Compassion is foundational to effective and differentiated healthcare delivery, yet it is often viewed as a soft skill by the healthcare community. In this intriguing presentation, Dr. Smith shares emotive stories of compassion while probing the science of compassion. Attendees will understand the “why” and the benefits for the givers and receivers of compassion.

### Learning Objectives:

- Understand the key elements of compassion and appreciate the science of compassion.
- Learn three strategies to deliver compassionate care better.

## The Patient Experience of Care—Does This Really Matter?

Part of delivering world-class care involves the “experience of care.” Dr. Smith connects the dots as to how this fits in modern healthcare. Leveraging 15 years of coaching and consulting and 25 years of clinical practice, Dan unveils time-tested tools and strategies that elevate the experience of care and maximize outcomes for those we serve.

### Learning Objectives:

- Recall key trends in healthcare and how experience and perception of care fit.
- Apply two evidence-based strategies to better connect and communicate with patients and families.

## Doctor’s Order: Rx for Career Fulfillment Through Wellness and Resilience

In a challenging era of healthcare with a marked presence of burnout and turnover, wellness and resilience become critical antidotes and preventatives. Dr. Smith, a practicing emergency physician and healthcare coach, shares strategies and tools that both organizations and individuals can use to reclaim joy and fulfillment in practice. Dan’s approach will inspire and motivate you to reflect on purpose, seek joy, and create unique and realistic toolkits that propel longevity in our noble and arduous field.

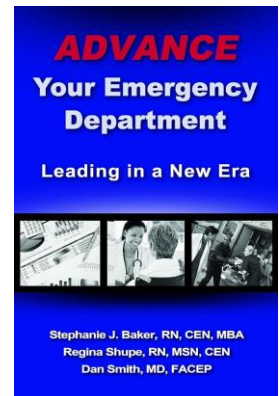
### Learning Objectives:

- Identify traits and symptoms of burnout syndrome.
- Share three adaptive strategies to promote wellness and resiliency.

# Authored Resources

## ADVANCE YOUR EMERGENCY DEPARTMENT: LEADING IN A NEW ERA

Engaging and informative, *Advance Your Emergency Department: Leading in a New Era* describes the tools needed to provide the highest quality ED care to every patient, every time.



# What Organizations Are Saying

*"This guy gets it. Dan knows the realities of the front-line clinician and gave us perspectives and tenets to better navigate healthcare today."*

**~ Midwest Hosp Association Attendee**

*"If that didn't bring out some emotion, nothing will. Dr. Smith's story helps us to understand the importance of compassion and commitment in healthcare."*

**~ Huron Virtual Conference 2021 Attendee**

*"We really liked Dan's talk on provider wellness and resiliency—we would next like him to present at our all-medical staff event."*

**~ Indiana-based FQHC CMO**



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