



GURPREET DHALIWAL, 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



Gurpreet Dhaliwal, M.D.

INTERNATIONAL SPEAKER, AUTHOR

Gurpreet Dhaliwal M.D. is a clinician-educator and professor of medicine at the University of California San Francisco. He studies, writes, and speaks about how doctors think, how they develop expertise, and what motivates them to improve their practice and the systems in which they work. Dr. Dhaliwal is a member of the UCSF Academy of Medical Educators and the UCSF Department of Medicine Council of Master Clinicians. He has published over 150 articles and has been a visiting professor at multiple universities across the U.S. and in China, Japan, and Switzerland. He has received multiple teaching awards, including the 2019 UCSF Osler Distinguished Teacher Award and the 2015 national Alpha Omega Alpha Robert J. Glaser Distinguished Teacher Award. He is currently a member of the board of directors of the Society to Improve Diagnosis in Medicine. In 2012 he was profiled in the New York Times in an article entitled "Could A Computer Outthink This Doctor?" From 2013-2018 he was a writer for the Wall Street Journal's "The Experts: Health Care" report. He has been a podcast guest on multiple shows including Freakonomics MD and The Wall Street Journal Report.

PROFESSIONAL EXPERIENCE

Dr. Dhaliwal specializes in general internal medicine. He practices full-time in the hospital, emergency department, and outpatient clinic at the San Francisco VA Medical Center. He has been in practice for over 20 years.

INDUSTRY SPEAKING ENGAGEMENTS

Health Systems:

- Adventist Health Physician Services Regional Leadership Meeting
- Adventist Health Southern California Physician Leadership Retreat
- Altru Health System Leadership Development Institute
- Castle Medical Center – Castle Leadership Institute
- Foothill Presbyterian Hospital
- Kaiser South San Francisco Chiefs and Directors Offsite
- Lake Region Healthcare Leadership Development Institute
- Martin Luther King Jr. Community Hospital Leadership Development Institute
- Mayo Clinic Health System – SW Minnesota Leadership Development Institute
- Oak Street Health
- Prime Healthcare CEO-CMO Retreat
- Samaritan Health System Leadership Development Institute
- Wallowa Memorial Hospital (Oregon)
- SCL Health Colorado Medical Staff Leadership Retreat
- SCL Health Montana Physician Leadership Retreat
- SCL St Vincent Hospital Medical Staff Meeting

Corporate:

- Doximity Leadership Summit
- GE Healthcare Centricity
- GE Centricity Live Executive Forum
- IPC-The Hospitalist Company Fellowship for Healthcare Leaders
- ISMIE Mutual Insurance Company

- Physicians' Reciprocal Insurers

State Medical Societies:

- Hospital Association of Pennsylvania Patient Safety and Quality Symposium
- Kentucky Medical Association Annual Meeting
- Michigan Health and Hospital Association Leadership Conference
- Oklahoma Hospital Association Health Care Leaders Forum
- South Carolina Primary Health Care Association Clinical Network Retreat

Professional Organizations/Societies:

- Alaska Improving Diagnostic Accuracy in Medicine Virtual Conference
- American Academy of Optometry
- American Board of Internal Medicine Foundation
- American Health Law Association National Meeting
- American Medical Association State Legislative Strategy Conference
- Association of California Healthcare Districts Annual Meeting
- Association of Staff and Physician Recruiters National Meeting
- BenefitsPRO Broker Expo
- California Association of Oral and Maxillofacial Surgeons
- California Emergency Physicians (now Vituity)
- Center for Health Design Conference
- Clerkship Directors of Internal Medicine
- Chicago Medical Society
- Healthcare Financial Management Association National Meeting
- Huron's What's Right in Healthcare Conference
- Kaufman Hall Healthcare Leadership Conference
- The Joint Commission National Meeting
- The Governance Institute Chair, CEO, and Physician Leader Conference
- Society of General Internal Medicine
- Society of Hospital Medicine
- Society to Improve Diagnosis in Medicine
- Utah Health Information Exchange HIT Conference

Universities/Academics:

- Baylor University
- Baystate Medical Center
- Beth Israel Medical Center New York
- Cleveland Clinic
- Case Western Reserve School of Medicine
- Christiana Care Health System
- Dartmouth-Hitchcock Medical Center
- Duke University
- Emory University
- Harbor UCLA Medical Center
- Hawaii Kaiser Permanente Medical Center
- Johns Hopkins Bayview Medical Center
- Johns Hopkins University
- Legacy Health System

- Lehigh Valley Hospital
- Maine Medical Center
- Massachusetts General Hospital
- MetroHealth Medical Center
- Minnesota School of Medicine
- Mt. Sinai Icahn School of Medicine
- National Institutes of Health
- Northwestern University School of Medicine
- Ohio State University
- Oregon Health Sciences University
- Rutgers Robert Wood Johnson School of Medicine
- Tufts University
- Tufts University School of Medicine
- Stanford University
- St Joseph's Hospital and Medical Center
- University of Alabama Birmingham
- University of California Davis
- University of California San Diego
- University of Chicago
- University of Colorado
- University of Florida College of Medicine
- University of Illinois Chicago
- University of Iowa
- University of Kansas
- University of Michigan
- University of Mississippi
- University of Missouri – Kansas City
- University of Nebraska
- University of New Mexico
- University of Rochester
- University of Texas Houston
- University of Washington
- University of Wisconsin
- Washington University
- Virginia Commonwealth University

International (Japan, China, Australia, Singapore, Switzerland):

- Cairns Hospital-James Cook University College of Medicine, Australia
- Chigasaki Tokushukai Medical Center, Chigasaki, Japan
- Chuba Rosai Hospital, Nagoya, Japan
- Duke-NUS Graduate Medical School, Singapore
- Jichi Medical University, Shimotsuke, Japan
- Kameda Medical Center, Kamogawa, Japan
- Kanazawa University Graduate School of Medical Science, Kanazawa, Japan
- Mito Kyodo General Hospital, Mito, Japan
- Mito Saiseikai Hospital, Mito, Japan
- Peking Union Medical College, Beijing, China
- Rakuwakai Otowa Hospital, Kyoto, Japan

- Shonan Fujisawa Tokushukai Hospital, Fujisawa, Japan
- Shonan Kamakura General Hospital, Okamoto, Japan
- Swiss Society of General Internal Medicine
- Tsukuba Medical Center, Tsukuba, Japan

EDUCATION AND CERTIFICATIONS

- UCSF Diversity, Equity, and Inclusion Champion Training
- UCSF Teaching Scholars Program
- Chief Resident, University of California San Francisco, Department of Medicine
- Internal Medicine Residency, University of California San Francisco
- M.D., Northwestern University Medical School

PROFESSIONAL ASSOCIATIONS

- Society to Improve Diagnosis in Medicine, Board of Directors (past Education Committee Co-Chair)
- Society of General Internal Medicine, Member
- Academic Alliance of Internal Medicine/Clerkship Directors of Internal Medicine, Member
- American Medical Association, Member

PUBLICATIONS/SPEAKING ENGAGEMENTS

- Freakonomics M.D. "Would You Rather See a Computer or a Doctor?" February 18, 2022
<https://freakonomics.com/podcast/would-you-rather-see-a-computer-or-a-doctor/>
- Wray C, Dhruva S, Dhaliwal G. The Art of the Deal: Negotiating Consult Conflict. *American Journal of Medicine*. August 2020; 133(8):889-891.
- Paul Chisholm. "Does Your Knee Make More Of A Click Or A Clack?" — Teaching 'Car Talk' To New Docs." National Public Radio "Shots" Blog. February 27, 2019. <https://www.npr.org/sections/health-shots/2019/02/27/697788394/does-your-knee-make-more-of-a-click-or-a-clack-teaching-car-talk-to-new-doc>
- Dhaliwal G. Physician Followership: Standing Up for and to the Leader. *Healthcare Executive*. (American College of Healthcare Executives) September/October 2017.
- Jennifer Strong. *The Wall Street Journal* Report Podcast. Should Patients Record Their Doctors' Visits? April 13, 2017.
<http://www.wsj.com/podcasts/should-patients-record-their-doctors-visits/5E40D4E9-A22A-49BA-89AD-B26EB7FE87C9.html>
- Dhaliwal G, Sehgal N. Demystify Leadership In Order to Cultivate It. *Academic Medicine*. Nov 2014; 89(11):1441.
- Dhaliwal G. Doctors are Competitive: Use that to Improve Care Delivery. *Healthcare Financial Management Association hfm*. June 2014; 68(6): 152. www.hfma.org/Content.aspx?id=23139
- Dhaliwal G. Physician Followership: Standing Up for and to the Leader. *Healthcare Executive*. (American College of Healthcare Executives) September/October 2017.
- Hafner, Katie. "Could a Computer Outthink this Doctor?" *The New York Times*. December 4, 2012.
<http://www.nytimes.com/2012/12/04/health/quest-to-eliminate-diagnostic-lapses.html>

Presentations

Digital Health Technology - Raising Hopes or Raising Barriers?

Audience: All Leaders, All Healthcare Roles

Focus: Engagement, Leadership, Communication, Change management

Length: Keynote, Half-day

The cutting edge of digital health technology features artificial intelligence systems that think like doctors and sometimes outthink doctors. But will faster and smarter computers solve the most pressing health issues of our time, or will technology exacerbate them? In this talk, Dr. Dhaliwal will challenge the audience to evaluate how they think, act, and advocate when evaluating health technology.

Learning Objectives:

- Understand the limits of artificial intelligence systems
- Define the digital divide
- Describe one example of advocating for digital equity

Social Determinants of Health: What Clinicians Can Do

Audience: All Leaders, All Healthcare Roles

Focus: Engagement, Leadership, Communication, Change management

Length: Keynote, Half-day

Health systems are recognizing the limits of what talking, testing, and treatments can do to improve the health of patients. Many clinicians understand this too but wonder how to help their patients with complex social issues. In this talk, Dr. Dhaliwal emphasizes the small, medium, and large steps clinicians can take to make social determinants of health part of their professional identity and mission.

Learning Objectives:

- Name 2 things clinicians can do during office visit to address SDH
- Describe 1 example of physician advocacy
- Understand the importance of building and supporting diverse teams in healthcare

Reigniting Kindness and Connection at Work

Audience: All Leaders, All Healthcare Roles

Focus: Engagement, Leadership, Communication, Change management

Length: Keynote, Half-day

Teamwork is essential to deliver health care. It is also a major predictor of patient outcomes and employee satisfaction is work. In this talk, Dr. Dhaliwal will show how lapses in humanity at work can affect team performance and how fostering kindness between patients, staff, and clinicians can boost morale, satisfaction, and results.

Learning Objectives:

- Name the stages of team formation – the ups and downs
- Describe the effect of a single rude comment on patient outcomes
- Name 2 ways to lead with gratitude and appreciation

LEADERSHIP Rx: VITAMIN C

Audience: All Leaders, All Healthcare Roles

Focus: Engagement, Leadership, Communication, Change management

Length: Keynote, Half-day

In this session, which will include stories, videos, and small group exercises, Dr. Dhaliwal will discuss 3 dimensions of communication that all leaders must master: civility, conflict, and compassion.

Learning Objectives:

- Define a crucial conversation and how to spend the first 30 seconds.
- Identify 1 harm of incivility in the clinical environment.
- Describe a time when compassion enhanced performance.

COACHING FOR PERFORMANCE AND WELLNESS

Audience: All Leaders, All Healthcare Roles

Focus: Engagement, Leadership, Communication, Change management

Length: Keynote, Half-day

Clinical and operations leaders are being held responsible for results and the wellbeing of their teams. In this talk, Dr. Dhaliwal will highlight the communication skills needed to help coach colleagues in meeting performance standards, reaching their career objectives, and finding meaning and purpose in their work.

Learning Objectives:

- Describe the framework of a feedback conversation
- Describe the framework for a mentoring conversation
- Define the personal and organizational importance of mentoring across differences
- Define the difference between burnout and moral injury



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