



**Two Minutes with Dr. Tom Royer**  
**Opening Keynote Speaker**  
**[NAPR/NALTO® 2018 Annual Convention](#)**

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**Thomas Royer, MD, founding CEO and President of CHRISTUS Health, one of *Modern Physician's Most Powerful Physician Executives* for three consecutive years, and recipient of the American Hospital Association's Lifetime Achievement Award, kicks off the NAPR/NALTO 2018 Annual Convention March 7-9, 2018, at the JW Marriott Orlando Grande Lakes in Orlando, Florida with "Transformational Strategies for Future Success: People are the Key."**

**Q:** Dr. Royer, what makes the concept of transformation such an important one in today's healthcare-related organizations?

**A:** Clinical excellence and enhanced teaming among the administration, physicians, board members, and staff are no longer luxuries, but essentials. This will require strong leaders and staff at all levels of the organization—stronger than ever before. In fact, all stakeholders must commit to the organization's transformational journey in order to achieve excellence and deliver value.

**Q:** You mention a "transformational journey." Will you share more in your presentation about what organizations can expect that to look like?

**A:** Yes, I'll articulate the four components of any healthcare-related organization's "Journey to Excellence," and I'll crosswalk them with the essential components of an organization's "Value Equation." A clear understanding of how these dots connect will be critical for every person who is working or being recruited to work in the very challenging healthcare environment we are facing today.

**Q:** It sounds complex, Dr. Royer. Will those attending your presentation take away skills they can apply in their organizations?

**A:** Fortunately, transformational leadership can be learned. I'll share four critical transformational strategies in detail as well as how they must be supported by administrative leadership, physicians, and staff, whether permanent, interim, or temporary. Success will depend on the ability of all stakeholders to be accountable for implementing these strategies.

**Q:** Is that why you say "people are key"?

**A:** Yes! The "right" people will garner success while the "wrong people" will assure failure. Although the physical facilities and the proper up-to-date equipment are important, the critical success factor in any healthcare-related organization today is having the right people in place doing the right things. Everyone—administrative leadership, board members, physicians and other providers, and staff—must work together to re-ignite the enthusiasm of the industry to create a thriving healthcare delivery environment.

**Q:** Considering your success at CHRISTUS Health and beyond, Dr. Royer, I'm sure you have some tips for getting the right people doing the right things.

**A:** In my experience, there are three critical attributes essential for all leaders, physicians, and staff to be successful, and I'll be discussing those in detail in my presentation. Attendees will leave with these "guides," if you will, to recruiting and retaining the right people to guarantee success.

**Q:** What makes your approach so much more successful than others? I mean, the major drivers of change haven't really changed over the last 10 years or so.

**A:** That's a great question! In my presentation, I'll present data which will clarify why the changes this time around will "stick"—that being the "Value Equation" and its four components. It's the Value Equation that drives the four critical transformational strategies which must be implemented by all the stakeholders. I can't wait to share that with your audience.

*Thanks to Dr. Royer for taking the time to share his thoughts about the need for transformation in healthcare and how it can be achieved.*

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