

The titles of some of Dr. Kaplan's recent presentations include the following:

- "Service and Quality, People and Process - How to Make Your Department (Hospital) a Great Place"
- "Getting Better Faster Than the Other Guy - How to 'Astonish' Our Patients, Our Staff, and Our Medical Staff"
- "Nurses are from Saturn, Physicians are from Jupiter, Health Care Administrators are from Mars - How Can We Speak the Same Language?"
- "Clinical Quality and Service Excellence in the Emergency Department - Can You Separate the Two?"
- "The Roles of Physicians in Leadership - Different Roles for Different Times"
- "Leadership and Accountability - Bridging the Gap between Idea and Implementation"
- "Leadership's Role in Enhancing Patient, Staff and Medical Staff Satisfaction"
- "Engagement, Alignment & Leadership - Rx for a Bright Future"
- "Engaging Physicians in Service and Operational Excellence"
- "Journey to Excellence - Leadership's Role and Responsibility,"
- "Physician Satisfaction - The Competitive Advantage"
- "Service & Operational Excellence - How to Make More \$ and Feel Better at the End of Your Day" (session whose title can get physicians in the room)
- "Customer-Focused, Family-Centered Emergency Care"
- "All 'Stressed Out' - How to Prevent Burnout"
- "Beyond Patient Care - How to Thrive in these Difficult and Competitive Times"
- "Quality Gets You in the Game, Service Helps You Win It"
- "Time Management - Lessons from the Business World"
- "Physician Leadership and Service Excellence - How to Thrive in these Difficult Times"
- "Strategies to Inspire Change and Avoid Madness"