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Dr. Greenawald is a graduate of the University of Virginia School of Medicine, where he also completed his residency. He practices family medicine at Carilion Clinic Family Medicine–Roanoke/Salem in Virginia, and has taught for 27 years. His special interests include physician leadership development and coaching, physician well being, communication, emotional intelligence, and practice culture. He chairs Carilion Clinic’s Faculty Vitality and Physician Wellbeing Committee. Building teams and team culture, and giving and receiving feedback are also among his specialty topics. Dr. Greenawald believes that all physicians must be effective leaders, as well as skillful clinicians, and he has devoted his career to helping physicians gain leadership skills. He served as conference chair for the AAFP’s 2018 and 2019 Family Physician Health and Well-being Conference. In addition, he is on the faculty of the Healthcare Coaching Institute and serves as director for the AAFP’s Chief Resident Leadership Development Program, for which he has also been a faculty member for 19 years. A former president of the Virginia Academy of Family Physicians, he was selected as the 2016-2017 Virginia Family Physician of the Year.
Learning Objectives

1. Identify key characteristics of the practice environment that influence individual and team satisfaction.

2. Describe their present practice culture and apply a framework to envision their ideal practice culture.

3. Develop a plan to help lead their practice to a higher level of enjoyment in providing care.
Audience Engagement System

**Step 1**
- Dashboard
- My Schedule
- Learning
- Social and Networking
- Faculty
- Posts
- Expo Hall
- Maps
- FAQs
- Event Index
- Claim CME
- Social Media
- Attendee Profiles
- Explore Presentations
- Register 2021 FMX
- Downloads
- NatureMade

**Step 2**
- Learning
- 10am
- CME001 (PBL) Acute and Chronic Heart Failure
  - Room 113A
- CME026 Deep Vein Thrombosis and Pulmonary Embolism Management: The Clot Thickens
  - Room 111A
- CME028 Becoming a More Relaxed, Healthy Physician: Reducing Frustration and Increasing Fulfillment
  - Room 126AB
- CME051 Adult Obesity Management: Weight Loss Counseling Made Easy
  - Room 118C
- CME056 Prediabetes Screening and Management: A Spoonful of Prevention!
  - Room 119AB
- CME065 (PBL) Dementia and Alzheimer's Disease

**Step 3**
- CME001 (PBL) Acute and Chronic Heart Failure
  - Location: Room 113A
  - Date: Thursday, Sep 28 10:15 AM
  - Duration: 1 hour
  - Credit Hrs: 1
  - REPEATS: Friday at 7:00 AM

- Audience Engagement System
- CME Report / Evaluation

1. Practice applying new knowledge and skills gained from Acute and Chronic Heart Failure sessions, through collaborative learning with peers and expert faculty.
2. Identify strategies that foster optimal management of acute and chronic heart failure within the context of
Being a 5 STARRS® Individual

The State of the “YOUnion?”

1 = Never  2 = Rarely  3 = Sometimes  4 = Often  5 = Daily

Service
I recognize my teammates for their good work. 1 2 3 4 5
I give small gestures of kindness to my teammates. 1 2 3 4 5

Teamwork
I focus on my teammates when they are talking to me. 1 2 3 4 5
I check in with my teammates, and know about their joys and struggles. 1 2 3 4 5

Attitude
I enjoy coming to work. 1 2 3 4 5
I help to create a positive and encouraging team culture. 1 2 3 4 5

Reflection
I know and embody the mission of our practice. 1 2 3 4 5
I regularly connect with those things that have meaning in my work. 1 2 3 4 5

Renewal
I have fun in my work environment. 1 2 3 4 5
I take time to celebrate my/our successes. 1 2 3 4 5

Self-Care
I follow and encourage a physically healthy lifestyle. 1 2 3 4 5
I take time for stress reduction/relaxation. 1 2 3 4 5
Being a 5 STARRS® Team

**The State of the “Union?”**

1 = Never  2 = Rarely  3 = Sometimes  4 = Often  5 = Daily

**Service**
- We recognize each other for our good work. 1 2 3 4 5
- We give small gestures of kindness to each other. 1 2 3 4 5

**Teamwork**
- We focus on each other when talking. 1 2 3 4 5
- We check in with each other, and know about our joys and struggles. 1 2 3 4 5

**Attitude**
- Everyone seems to enjoy coming to work. 1 2 3 4 5
- Everyone contributes to create a positive and encouraging team culture. 1 2 3 4 5

**Reflection**
- We know and embody the mission of our practice. 1 2 3 4 5
- We regularly connect with those things that have meaning in our work. 1 2 3 4 5

**Renewal**
- We have fun in our work environment. 1 2 3 4 5
- We take time to celebrate our successes. 1 2 3 4 5

**Self-Care**
- We follow and encourage a physically healthy lifestyle. 1 2 3 4 5
- We take time for stress reduction/relaxation. 1 2 3 4 5