

# Keith Herzog, MD Annual Grand Rounds



FRIDAY  
JANUARY 23, 2026  
7:45 - 9 A.M.

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## Emotional Intelligence: The Unseen Engine of Excellence



### Steven Loscalzo, MD

Assistant Professor of Clinical Anesthesiology and Critical Care  
Associate Program Director of Education  
Pediatric Critical Care Fellowship  
Children's Hospital of Philadelphia  
University of Pennsylvania

**Dr. Steven M. Loscalzo** is Assistant Professor of Clinical Anesthesiology and Critical Care Associate Program Director of Education, Pediatric Critical Care Fellowship Children's Hospital of Philadelphia. Dr. Loscalzo completed his medical degree at Drexel University College of Medicine and his pediatrics residency at St. Christopher's Hospital for Children, where he served as Chief Resident. He completed fellowship training in pediatric critical care medicine at the Children's Hospital of Philadelphia (CHOP), where he now serves on faculty. His academic interests include trainee development, professional and leadership growth, and the integration of point-of-care ultrasound in the PICU. A passionate and innovative educator, he has received institutional teaching awards at the residency, fellowship, and early faculty levels. At CHOP, he serves as Associate Program Director for Fellowship Education, Chair of the Clinical Competency Committee, and Director of the Fellowship Ultrasound Rotation. He is also actively involved in institutional efforts to foster faculty engagement and well-being through his work on the Faculty Affairs Committee, as Divisional Wellness Lead, and through initiatives in bereavement support and emotional intelligence training.

### Learning Objectives:

1. Define and Evaluate the roles of Emotional Intelligence and Psychological Safety as critical drivers of Shared Situational Awareness within High-Reliability Organizations (HROs).
2. Appraise primary literature demonstrating the impact of EI competencies on clinical outcomes and physician leadership efficacy.
3. Demonstrate the trainability of EI through the application of behavioral toolboxes

#### TARGET AUDIENCE:

Physicians, Advanced Practice Providers, Nursing, Fellows, Residents, Medical Students and other healthcare professionals.

#### ACCREDITATION STATEMENT:

Tower Health is accredited by the Pennsylvania Medical Society to provide continuing medical education for physicians.

#### SERIES DISCLOSURES:

The course director and members of the planning committee do not have any relevant financial relationships with any ineligible companies to disclose regarding today's presentation. Faculty and all others who have ability to control the content of continuing education activities sponsored by Tower Health are expected to disclose to Tower Health all of their financial relationships with ineligible companies. Ineligible companies are those whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients.

#### NURSING CREDIT DESIGNATION:

This program awards 1 contact hour. Tower Health is an approved provider of nursing continuing professional development by Pennsylvania State Nurses Association, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation.

**CREDIT DESIGNATION:** Tower Health designates this live activity for a maximum of 1 *AMA PRA Category 1 Credit™*. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

**CLAIMING CME CREDITS:** Attendees **MUST** sign in with the six-digit activity code provided at the session using eeds within 24 hours of the conference start time and complete the online evaluation within 30 days at <https://towerhealth.eeds.com>



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E. Douglas Thompson, Jr. MD, MMM, *Program Director*

Joshua Gawel, *Manager, Continuing Medical Education*



**Dr. Keith Herzog** attended Duke University followed by medical school at the Univ. of North Carolina. Having been very positively impacted by his mentors during his pediatric clerkship, Dr. Herzog pursued his pediatric residency at Children's

National Medical Center in Washington, DC. He continued his training at St. Christopher's Hospital for Children with a 3-year fellowship in Pediatric Infectious Diseases under the guidance and mentorship of internationally recognized figures Dr. Sarah Long and Dr. Margaret Fisher. Dr. Herzog was able to use his general pediatric and infectious diseases training to advantage in his subsequent work as a pediatric hospitalist at Holy Redeemer Hospital and returned to St. Christopher's in that capacity full time in 1999. He maintained his board certification in infectious diseases and remained a member of the Section of Infectious Diseases as well as General Pediatrics. In 2008 he was diagnosed with Parkinson's Disease and transitioned to the outpatient clinic to achieve a more predictable schedule. Along with that transition he took on increasing medical school responsibilities, both in the pre-clinical years and the pediatric clerkship, and was promoted to Associate Professor of Pediatrics at Drexel University College of Medicine. During his tenure at St. Christopher's, Dr. Herzog served on numerous committees and was Director of Inpatient Services and Director of Quality Management for several years. More recently, he served as Director of Continuing Medical Education. He has published a number of articles and book chapters, presided over SCHC Grand Rounds, and been an invited speaker at local and regional meetings. He has received local recognition for his clinical work by being named among "Top Docs" in Philadelphia Magazine 2018-2020. He also has received a number of awards from both medical students and residents for his classroom and bedside teaching, including the most symbolic of his career at SCHC, the Margaret Fisher "Spirit of St. Christopher's" award.

# Excellence in Pediatric Care: The St. Chris Way

## The Herzog Dialogue

"Listen to your patient..."

"Listen to your patient; (s)he is telling you the diagnosis." With characteristic precision, Dr. William Osler, considered by many the "Father of modern medicine," emphasized the fundamental importance of a thorough, thought-full (variant spelling intended) history from patients. This evolving patient narrative, along with a fastidious and directed physical exam, should always provide the basis for hypothesis generation and differential diagnosis. These hypotheses then guide the choice of focused laboratory and/or imaging studies and provide rationale for successful empiric therapy. In contrast, assigning undue significance to results of misguided investigative studies often leads the physician down a tangential path, to the ultimate detriment of the patient.

Despite that remonstrance, the temptation to rely on "tests" or 'studies' remains a common cause of cognitive errors among physicians, especially early in their training. This in part due to a perception that "tests" are objective, scientific, and reproducible. Given these ostensible advantages, an abnormal study is often seized upon and given undue emphasis. The physician takes an intellectual "shortcut" and espouses a putative but often incorrect diagnosis even when the abnormal value does not explain the major presenting signs and symptoms. It is largely due to observation of experienced, skilled clinicians that the physician in training eventually learns to invest their time and effort in the person (patient) before them. It is (s)he who needs care, not the laboratory.

The impetus behind this series of lectures is to emphasize these fundamental principles that are the basis of effective patient care. St. Christopher's Hospital for Children (SCHC) has a long history of excellence in this regard, with a number of luminaries of the past achieving national and international recognition for their insight into unusual patient disorders or presentations (for example infant botulism, DiGeorge Syndrome). These then serve as an example and shed light the path for the next generation of physicians as they "pay it forward."

## Dr. Herzog's comments:

Despite residency training at a reputable institution with a program director who did emphasize fundamental clinical skills, I admit that I did not adequately internalize the foundational importance of informed, insightful history taking and physical examination until my fellowship in pediatric infectious diseases at SCHC. Under the very patient guidance of my mentors Dr. Sarah Long and Dr. Margaret (Meg) Fisher, and with the influence of numerous other superb clinicians at SCHC, I finally began to fully appropriate the intrinsic value of being able to recognize patterns of illness and understand underlying pathophysiology. This contributed greatly to the fastidious and effective care that our patients received. I knew in relatively short order that St. Chris was my medical "home." Twenty-five years later- no regrets, and many, many thanks for an immensely rewarding career with the best people in the business, the unconditional support of my wonderful family, and the blessing that is: St. Christopher's Hospital for Children.