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How to Win When it Comes to Patient Care

✖ When it comes to sports, the best trained, best coached and best lead teams usually win. When it comes to patient care, it is no different. Over the past two months, the focus has been on training and coaching; today the focus is on leadership. Throughout my career, I have always taken the approach that bad results are usually the result of bad leadership. This is not to say that the person in charge of a certain segment of the business with bad results is a poor leader. Usually, it is quite the contrary. But when you see bad results and dig in a little you usually find a leadership void, a blind spot, and a lack of focus. The leader or leaders simply have not given that area of the business the attention it needs so the

results continuously are subpar. When patient feedback is negative, what is the typical reaction from the leadership team? Are there excuses? Do we try to justify it? Or do we take a hard look in the mirror and say, 'we are simply not leading this the right way.'. The leader who approaches things with 'the buck stops here' approach will get their organization there faster. When you speak and listen to the leaders in top patient care organizations, there is a strong sense of duty to ensure they are personally leading the charge in making things safer and better for the patient. That visionary leadership permeates to everyone in the organization. Even the janitors and parking attendants 'get it'. Traditional 'I don't care about that' departments like procurement and billing are constantly referencing the ramifications of tinkering with anything that will adversely affect the patient. Good leadership is simply making things better every day. A steady measured approach will get you there. When you look around at the results, the best lead, best coached, and best trained teams are winning when it comes to patient care.

South Florida Hospital News and Healthcare Report's number one goal is top quality healthcare journalism written and edited for the region's most successful, powerful healthcare business executives and professionals.



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