

# Empowering Healthcare Leaders

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How to Position Yourself as a

*Leader*



# Why Choose a Role in Leadership?

**It gives you the ability to influence a group toward the achievement of goals.**

**Leaders motivate others to take on challenges and to achieve goals that they don't believe they're capable of or motivated to achieve.**

Do Men and Women Lead Differently?

YES

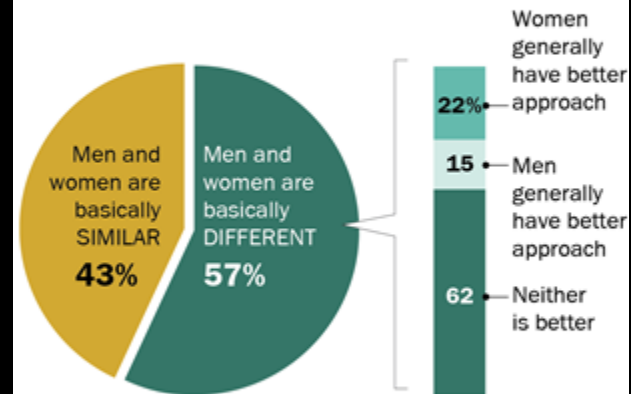
**Women tend to adopt a more democratic leadership style. They encourage participation, share power and information and attempt to enhance followers self-worth.**

# Poll on Leadership



## Among those who say men and women have different leadership styles, most say neither has a better approach

*% saying that, when it comes to the leadership styles of people in top positions in business and politics ...*



Note: Share of respondents who didn't offer an answer not shown.  
Source: Survey of U.S. adults conducted June 19-July 2, 2018.  
"Women and Leadership 2018"

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Do Leaders Always Make a  
Difference?

No

**In most cases the answer is yes but not always**

**Remember  
this in your  
Leadership  
journey:**

**Being appointed a supervisor doesn't make  
you a leader.**

**Being a leader means that you influence  
people by providing purpose, direction,  
and motivation.**

# Who is a Leader?



A leader is a person who has a vision, a drive and a commitment to achieve that vision, and the skills to make it happen.





# Definition of Leadership

## *What is Leadership?*

Leadership is the process of influencing people and providing an environment for them to achieve team or organizational objectives

# Leadership Is...



Vision

+



Followership

+



Influence

=

**Leadership**





# Followership

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*Help Individuals Progress To  
An Increasingly Higher Level  
Of Leadership Position*

# Leadership - What is it?

“Great Enough to  
be Without Pride

Team gets the  
credit, you get the  
blame

Compassionate  
Enough to  
Discipline

Must not be soft –  
set high  
expectations and  
follow through

Right Enough to  
Say, “I’m Wrong”

Leaders make  
mistakes too,  
admit you are  
human

Wise Enough to  
Admit You Don’t  
Know

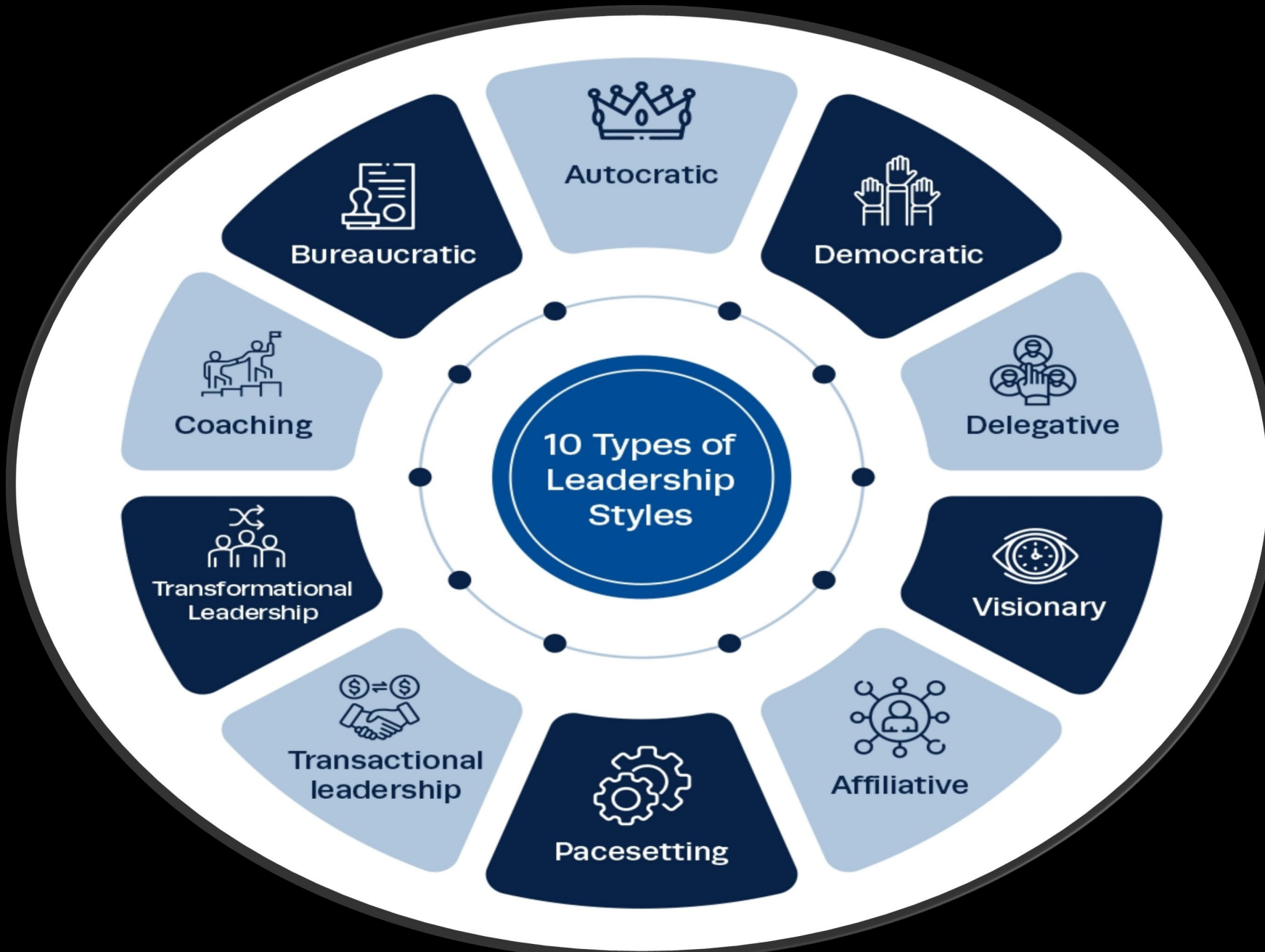
Find out quickly,  
but do not mislead

Busy Enough to  
Listen

Beware the busy  
manager – they do  
not lead

# How do you choose and develop a leadership style?

Start	Start with yourself.
Think about	Think about the needs of the organization or initiative.
Observe and learn	Observe and learn from other leaders.
Use	Use the research on leadership.
Believe in	Believe in what you're doing.
Be	Be prepared to change.



10 Types of Leadership Styles

Autocratic

Democratic

Delegative

Visionary

Affiliative

Pacesetter

Transactional leadership

Transformational Leadership

Coaching

Bureaucratic

# How do you Determine What is an Appropriate Style?

- Good leaders usually have a style that they consciously use most of the time, but they are not rigid. They change as necessary to deal with whatever comes up.
- Be consistent with what people in the organization expect.
- Your style needs to be consistent with the goals, mission and philosophy of your organization.
- In most cases, people will perform at about 60% of their potential with no leadership at all.
- Thus, an additional 40% can be realized if effective leadership is available.

# Management Strategies



Demonstrate  
Empathy



Prepare and Expect  
to Succeed



Engage and  
Empower your Team



Sustain and Reward  
Efforts



Accountability



Follow Through



Coaching



# LEADERSHIP IN HEALTH SERVICES

## Patients

- Emphasize safe, high quality, compassionate care is top priority
- Ensure patient voice is consistently heard at every level
- Patient experience, concerns, needs and feedback are consistently attended to



## Staff

- Supportive, available, listener, fair, respectful, compassionate and empowering leadership
- Promote participation and involvement
- Ensure staff voice is encouraged, heard and acted on across the organization.
- Provide practical support for staff to innovate within safe boundaries

# You Get to Choose

## Leadership vs Management

### *Leadership*

Visionary/ strategic thinker

Define purpose/ set direction

Create a mission statement

Evaluate strengths, needs and marketplace

Inspire people/foster commitment

Reach long range goals and objectives

Role

Focus

Approach

Methodology

Style / tone

Outcome

### *Management*

Enterprise builder/ productivity expert

Nurture organizational structure/establish systems and processes

Deliver on the mission statement

Organize teams, plan budgets, set timelines and maintain quality

Develop talent/ solve problems

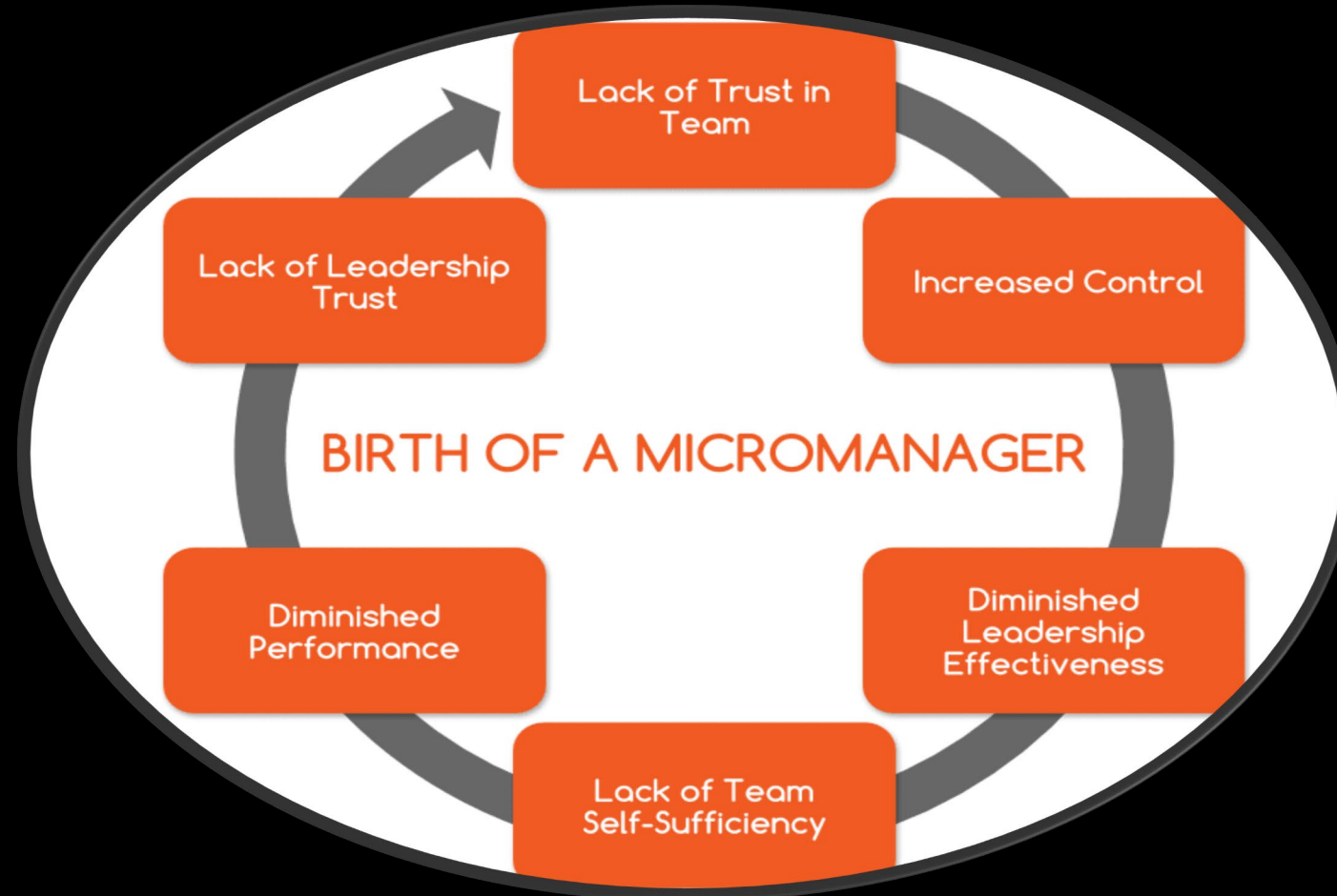
Manage projects effectively and efficiently

# The effects of “Micromanagement”

- Damages the manager-employee relationship
- Decreased productivity
- Reduces innovation
- Lowers morale
- Higher staff turnover
- Loss of trust



# Cycle of Micromanaging



**Consequence of Micromanaging equals High Turnover**

# Accountability in Leadership

## 3 Benefits of Leadership Accountability



Increased Trust



Improved  
Relationship



Minimizing Errors

# The Role of Leadership Mentoring

- It accelerates professional growth, enhances leadership skills and expands network of contacts. Mentees gain access to valuable insights, knowledge and experiences that would take years to acquire independently.
- Boosts the mentee's confidence and self-belief, empowering them to take on new challenges and responsibilities. They gain a deeper understanding of their own strengths and weaknesses, allowing them to make informed decisions and navigate complex situations with greater ease.

# Benefits for the Mentor

- Gain significant advantages from the experience. Mentoring enables mentors to develop their own leadership skills further and refine their coaching and communication abilities.
- Gain a fresh perspective from their mentees, as they are exposed to new ideas and viewpoints.
- Mentoring allows mentors to give back to the community by investing in the next generation of leaders, leaving a lasting impact on individuals and organizations.

# Benefits for the Organization

- Mentoring helps create a robust leadership pipeline within the organization, ensuring a steady supply of capable leaders who can take on key roles and drive organizational success.
- Mentoring also boosts employee engagement and retention rates, as mentees feel supported, valued and empowered within the organization.
- The investment in mentoring sends a strong message that the organization is committed to developing its people and fostering a culture of continuous learning and growth.



# My Personnel Succession Planning



Admitting Supervisor

Director of Patient Financial Services

Surgery Charge RN

Surgical Service Director

Food Service Worker

Director of Dietary Services

ICU Staff Nurse

House Supervisor

Infection Control Consultant

Director Infection Control

Case Manager

Manager Utilization Reviewer

Critical Care Director

Chief Nursing Officer (CNO)

House Supervisor

Informatics/Staff Development Manager

# Thank You Questions

