

1 HOUR- NON-CE
LEADERSHIP IN HEALTHCARE PRACTICE

Leadership in Healthcare Practice: You learned how to be a great Doctor, but you did not learn how to be a great Leader.

Employee management can be one of the most difficult parts of a healthcare practice. When Chiropractors across the nation are polled, the issue of employee management comes up repeatedly as the number one pain point in practice. Employee management is no easy task, however with the right skill set, preparation, and practice, you can lead a team to unlock the great potential of your practice with your leadership. In this engaging, yet highly focused course, attendees will take away specific tactical steps that can be implemented right away, will be able to determine their own specific leadership style in managing any group of people. This is not to miss if you are looking to grow your leadership skills in any capacity.

Course Objectives:

The objectives of this class are to help attendees understand how to become an effective leader within a healthcare practice. The attendees will implement specific business strategies and methods within leadership role including how to identify their own specific leadership style, discussion of negotiables vs. non negotiables, understanding the recruit, retain and performance model and understanding the evolution of leadership within a practitioner and practice.

- I.** 1-15 Mins: Intro of Dr. Tahir and WHY effective Leadership is so critical to a successful practice, the problem of leadership in most chiropractic practices-

Your team is a reflection of you and determining what is your leadership style The team will always show you what you need to work on either within yourself or with your role in the practice. For example, if you have members of your team who are late or are rushed, you may have to be introspective and look at where you are late or rushed in your own life, with patients or with the practice. Secondly, correct the behavior or issue that has arisen both within yourself and with the employee(s). Reflection from the team is a gift to you if you use it! Attendees will also be able to determine their specific leadership style to better be able to lead a team effectively.

II. 16-30 Mins: Communication: Often in practice, most providers are very good with communication with patients, however, **effective communication in healthcare** practice also must take place just as well within practice operations and the team. Lack of communication may directly or indirectly affect patient care. Various studies have shown that communication within a healthcare practice influences the quality of relationships, personal job satisfaction as well as patient safety.

As a leader, ask yourself these important questions regarding communication: How am I communicating with my team? What is the company culture I am creating? What is the environment I am creating? Do my team members feel valued? Do I give enough time to each team member to voice needs & challenges?

Daily huddles where a group intention, goals or a thought for the day are shared as a team before patients arrive can change the tone of the day to be more positive and patient focused. Use this time to go over any patient notes, scheduling, or collections issues. Weekly team meetings at regular, consistent times allow communication to happen easier and effectively between the team regarding patient care as well as implementing any new policies & procedures, it's also a great place to air out struggles and celebrate victories.

III. 30-45 Mins: Negotiables vs. Non-Negotiables: What are the rules of engagement of your employee/ employer relationship? Negotiables & Non-Negotiables give boundaries regarding the relationship. These expectations should be discussed during the beginning of hiring, to prevent disappointment or lack of clarity.

IV. 45-55 Mins: Recruit-Retain-Perform: The right employees come into our practice from the initial recruiting process. I always suggest using group interviews with specific questions that are asked to quickly narrow down the right employee for the position. To hire the right employee, create a clear 'wish list' of characteristics and skill sets that you would like for the individual to have. This can be a great way to get clear on *exactly* what type of person you are looking for to join your team.

Retaining great employees is something that must be given thought on a consistent and regular basis. Retention may not always come from a higher salary.

Finding what motivates individuals to do their best as well, affirmations that speak to each person, and ways to encourage and reinforce the team are tools that can help with retention. Team retreats, volunteering, group lunches and a common purpose all help with retention. From a monetary perspective, profit sharing and bonuses can be very good ways to appreciate jobs well done.

Increases in pay and additional benefits should always be linked to a performance review that is done on a regular and consistent basis. Creating a clear vision that is conveyed to employees on a regular basis allows the team to feel connected to a sense of purpose.

V. **55-60 MINS: CONCLUSION: Leadership is an evolution:** Recognize that leadership is a process of growth. Mistakes will be made as you and your team are implementing new things which can be uncomfortable. One of the greatest gifts an employee can give you is giving notice or cause to fire. Although not a pleasant experience, I am a firm believer that those employees who can grow with the team to the next level of success will do so and those who cannot or will not be able to, will remove themselves from the environment that will call them to a higher level of growth and success.