



Keeping you “in the know” in the ASC industry

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## LEADING FROM THE MIDDLE



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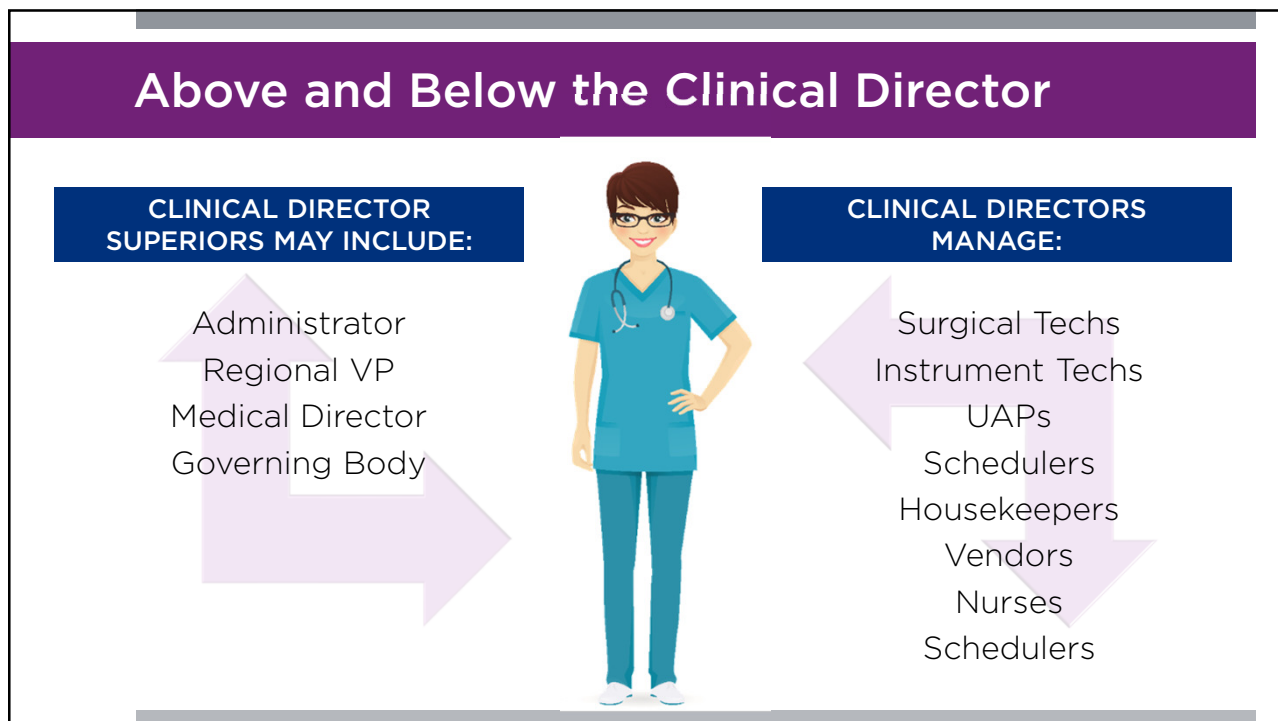
PROGRESSIVE HALF TIME WEBINAR

DECEMBER 21, 2018

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## Leadership is NOT

- A fancy title
- A position of authority
- Management



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## HONESTY AND INTEGRITY

**“The Supreme quality of leadership is unquestionably integrity.”**

**- Dwight D. Eisenhower**

- Command respect and trust
- Consistent adherence to truth
- Diplomatic skills for difficult conversations



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## CONFIDENCE

**“A leader is one who knows the way, goes the way, and shows the way.”**

**-John C. Maxwell**

- Essential to inspire followers
- Feeling follows action



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## INSPIRATIONAL

**“If your actions inspire others to dream more, learn more, do more, and become more, you are a leader.”**

**-John Quincy Adams**

- You must be able to persuade others to follow
- Be a good example - walk the talk



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## COMMITMENT AND PASSION

- If you expect your staff to give it their all, you have to be passionate about it too
- Energy, positivism, commitment and passion are contagious and powerful motivators



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## COMMUNICATION

**“To disagree, one does not have to be disagreeable.”**

**-Barry M Goldwater**

- The ability to strategize is important, however it is useless if you cannot effectively communicate the means to execute on the strategy.
- A good communicator can be a good leader



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## ACCOUNTABILITY

**“It is amazing what you can accomplish if you do not care who gets the credit.”**

**-Harry S Truman**

- Hold yourself accountable
- Hold your staff accountable



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## RISK

**“Only those who dare to fail greatly can ever achieve greatly.”**

**-Robert F. Kennedy**

- Understand and embrace risk management



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## COMPASSION

“Kind words can be short and easy to speak, but their echoes are truly endless”

-Saint Mother Teresa

- You are managing a team of complex human organisms



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## COURAGE

“Courage is resistance to fear, mastery of fear – not absence of fear.”

-Mark Twain



“You gain strength, courage and confidence by every experience in which you really stop to look fear in the face. You must do the thing you think you cannot do.”

-Eleanor Roosevelt

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## THINK...

	Is it <b>T</b> True?		✓ Honesty and Integrity
	Is it <b>H</b> Helpful?		✓ Confidence
	Is it <b>I</b> Inspiring?		✓ Inspiration
	Is it <b>N</b> Necessary?		✓ Commitment and Passion
	Is it <b>K</b> Kind?		✓ Communication
			✓ Accountability
			✓ Risk
			✓ Compassion
			✓ Courage

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## Critical Do's and Don'ts for Leading Your Staff

	DO	DO NOT	
	Delegate	Befriend your staff	
	What you ask of them	Share social media	
	Model what you expect	Expect them to be your confidant	
	Commit to education and training	Pick favorites	
	Provide feedback	Talk disparagingly about anyone	
	Activities to promote healthy relationships	Engage in gossip	

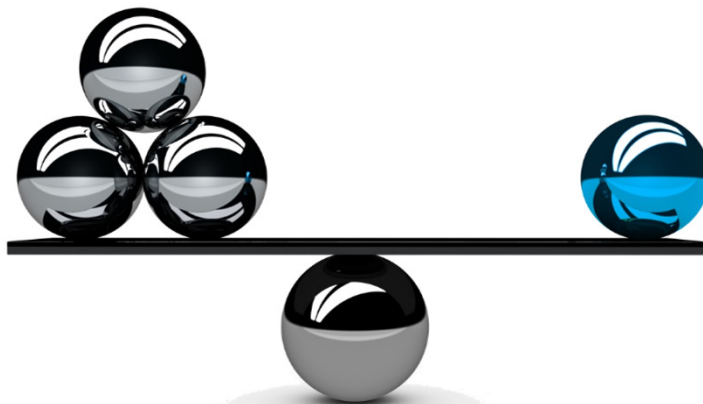
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## Impact of The Board

**What impact does your board have on your ability to be an effective leader?**

- A great deal
- A lack of support from your board can diminish your influence and effectiveness
- An engaged and supportive board is the optimal scenario. If you do not have that, work on it or move on to somewhere you can make a difference

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**Essential Qualities to Effectively Manage  
Your Relationships with Physician Leaders**

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## RESPECT

- Recognize and appreciate the personal and financial risk it took to start this business
- Respect the dedication and perseverance it took to become a physician
- Respect organizational roles and responsibilities
- Respect their time
- Commit to earning their respect

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## DISCRETION

- Maintain confidentiality of sensitive information
- Choose when and where to communicate – Pick your spots
- Know where the land mines are and avoid them
- Separate your emotions from the facts
- Be thoughtful about what you put in writing
- Never confront superiors in front of others
- Identify and influence allies that can help you get it done

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## PREPARATION

- Do your homework
- Know the “why” and “how much”
- Confirm decision makers will be present
- State your case effectively and succinctly
- Have all the back up available
- Be prepared to overcome objections



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## COMMUNICATION

- Adjust your communications to recognize a difference in values
- Present your communications professionally to be taken seriously
- Be positive and solutions oriented



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## ACCOUNTABILITY

- Take advantage of every opportunity to uphold your staff
- Accept responsibility for failures
- Come with solutions to problems



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## ADVOCATE

- Recognize the crucial importance of your responsibility as the patient advocate
- Recognize the crucial importance of your responsibility as the staff advocate
- Have the courage of your convictions



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## EMOTIONAL INTELLIGENCE

- Emotional Intelligence is the capacity to be aware of, control and express one's emotions, and to handle interpersonal relationships judiciously and empathetically



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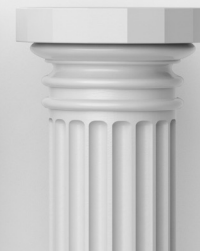
**SELF  
AWARENESS**

**SELF  
REGULATION**

**MOTIVATION**

**EMPATHY**

**SOCIAL  
SKILLS**



**5 Pillars of Emotional Intelligence**

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## Emotional Intelligence Resources

- Emotional Intelligence: Why It Can Matter More Than IQ - Daniel Goleman
- Emotional Intelligence Appraisal - [www.talentsmart.com](http://www.talentsmart.com)
- <https://www.personality-and-aptitude-career-tests.com/summary-of-emotional-intelligence-by-daniel-goleman.html>
- <https://nicobros.com/emotional-intelligence-summary/>

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## Questions?



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## Continued Education



1 CE CONTACT  
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COMPLETE COURSE  
EVALUATION BY  
FRIDAY 12/28.



ALLOW 2 WEEKS  
FOR PROCESSING  
OF YOUR  
CERTIFICATE.



ANY QUESTIONS  
REGARDING CE  
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Or call us! (855) 777-4272

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## The 2019 Webinar Line Up!

DATE	🕒	CE	WEBINAR TOPIC	SPEAKER
January	20 min		Quality Reporting Update	Gina Thorneberry
February	60 min	✓	LSC Compliance Blueprint	John Crowder
March	20 min		How to Talk to Surveyors	Vanessa Sindell
April	60 min	✓	Leadership	Laura Baldwin Regina Boore
May	20 min		Culture of Safety	Crissy Benze
June	60 min	✓		
July	20 min		Cultural Sensitivity	Debra Stinchcomb
August	60 min	✓	Sterilization Best Practices	Phenelle Segal
September	20 min		Medication Shortages and How to Handle Them	Greg Tertes
October	60 min	✓	Documentation Best Practices	Crissy Benze
November	20 min		Annual Survey Watch Report	Leanne Gallegos
December	60 min	✓	Informed Consent	Debra Stinchcomb Will Miller