

IS YOUR MEDICAL DIRECTOR A LEADER?

The director of any of your departments is the keystone of its success. In addition to managing the efficient, profitable, and patient-centric operations, a strong director will lead the staff toward its goals in a way that is personally satisfying to the participants and instills a sense of group achievement. How does your current director stack up? Evaluate your current director's leadership skills by considering the questions below.

DOES YOUR MEDICAL DIRECTOR:

- Interact with dissatisfied patients?
- Address patient and staff concerns in a positive manner?
- Provide timely follow-up to patient and staff complaints or comments?
- Provide competent and reasonable clinical leadership to clinical staff?
- Instill a sense of collaborative practice between staff physicians, advance practice providers and nurses?
- Provide and participate in educational activities for clinical providers?
- Instill a sense of collaboration between clinical and non-clinical staff through shared goals?
- Include non-clinical staff members in meetings that affect their roles and responsibilities?
- Provide non-clinical staff educational opportunities that support the department's goals, such as patient satisfaction training?
- Integrate the medical staff to assure appropriate and timely patient care, patient transfers, and patient referrals?
- Regularly attend medical staff meetings including the department's committee, medical staff, and others to which the director is appointed?
- Regularly assess medical staff perceptions and needs relative to the department to help assure a harmonious relationship?
- Interact closely with administration to develop mutual goals and participate in the ongoing assessment of achieving those objectives?
- Work cooperatively with the heads of departments to assure availability and effective use of services?



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