

Flat Tire Leader in Healthcare

Healthcare is rapidly changing--- new quality programs, increasing demands, decreased reimbursement, satisfaction and moving benchmarks. This has brought many businesses and consultants out of the wood work. They identify why what they offer, software or hardware, is the simple fix all solution. In an environment where EMR systems don't communicate, it is also notable that neither do we (effectively): peer to peer or peer to patient. There is often little training and support for new hires, expectations along with urgency are not clearly communicated, and knowing who to blame is often more important than the sustainable solution. Meanwhile, we all look like we have it together behind our social media and email accounts. We have mastered behind the desk delegation without a "feet on the ground" connection and expect perfect results the first time everytime.

Healthcare is in dire need of true leaders to break down silos and the cycle. This starts with the most basic concepts of interaction, civility, ethics, and effective communication. This is not scripted and automated by a software. As long as there are patients involved, the core fundamentals of leadership are vital. The chase for title and money often lead to achieved position with no true buy in or impact. Do people follow you because they see the vision cast or simply for a paycheck? We often make hires based on a degree or resume/CV and not proven results. More importantly how were these proven results achieved? Through buy in and trust or fear and coercion. Quite frankly most people at all levels don't care (this is dangerous). Employees from the front lines to the C-suite want the accolades and the pay guarantee

without the risk or sacrifice. Why is this...everyone does not get a trophy? While healthcare staff struggle to make it through the day to day, have we invested in the next generation or do we share our knowledge? Generational communication has been an epic fail----the traditionalist and boomers often don't want to ask and the millennials just want someone to ask. This is the culture we work in in healthcare and expect to purchase a magical, automated fix. Learn more about the real solutions to your healthcare department or system by contacting jordan@cruxqs.com.

Seeing that the tire is flat is great, but can you change it!!!

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