

The background is split into two vertical panels. The left panel is light gray with several realistic water droplets of various sizes. The right panel shows a laboratory setting with a petri dish, a beaker containing yellow liquid, and several blue test tubes, all slightly out of focus. The overall aesthetic is clean and scientific.

# VITAL LEADERSHIP

WHY PHYSICIAN LEADERSHIP IS CRITICAL  
FOR PATIENTS AND HEALTH SYSTEMS

**KANSAS ASSOCIATION OF OSTEOPATHIC MEDICINE**

**APRIL 14, 2023**

*Sonja W. Bachus*  
*DND Management Co./[SonjaWBachus.com](http://SonjaWBachus.com)*  
*Community Care Network of Kansas*

# THANK YOU

## Kansas Association of Osteopathic Medicine 2022-23 Executive Committee

Stephanie A. Suber, D.O. | President

Karen F. Evans, D.O. | Immediate Past President

Tim Wolff, D.O. | President Elect

Terri Nickel, D.O. | First Vice President

Vacant | Second Vice President

Daryl Callahan, D.O. | Senior Trustee 2025

Vacant, D.O. | Trustee 2020

Jennifer Esau, D.O. | Trustee 2025

Ron Carson, D.O. | Trustee 2022

Dan McCarty, D.O. | KS Chapter ACOFP President

### Delegates to the AOA House of Delegates

Four year terms elected in even years

Dr. Joel Feder - 2024

Dr. Karen Evans - 2024

Open - 2022

Dr. Mary Franz - 2026

Open - 2022

Kemper Tell, Executive Director





WHAT HAS BEEN  
WILL BE AGAIN,  
WHAT HAS BEEN DONE  
WILL BE DONE AGAIN;  
THERE IS NOTHING  
NEW UNDER THE SUN.

# VITAL PHYSICIAN LEADERSHIP



❖ WHY?

❖ Patient Care and Satisfaction

❖ Clinical Quality

❖ Operations

❖ Technology/Data

❖ C-Suite/ Administration

❖ Advocacy

❖ Self-Care and Well Being

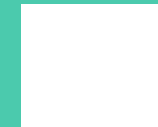
# WHY?



## CONSIDER



What is Your Personal Story and Mission?



Organization Mission, Vision, Values



Do These Align?

How do I use my mission and passion to lead?

# OSTEOPATHIC MEDICINE

LEADING SINCE  
1874

- In 1874 Dr. Andrew Taylor Still developed the osteopathic medical philosophy, pioneering the concept of "wellness" and recognizing the importance of treating illness within the context of the whole body.
- First medical schools in Maine, Idaho, Montana
- Advocacy/Advancement of the DO Profession:
  - Program Accreditation
  - Military Service
  - Licensing in all 50 states
  - Full practice rights in 65 countries
  - Integration into single accreditation system with MDs
- Longevity: 125 Years of leading and advocating for the full continuum, of osteopathic medical education to improve the health of the public.

# VITAL PHYSICIAN LEADERSHIP



Most people think leadership is a position. It's not.

Leadership is an activity, not a position or authority.

Principle #1: Leadership is an activity, not a position.

Principle #2: Anyone can lead, anytime, anywhere.

Principle #3: Leadership starts with you and must engage others.

Principle #4: Leadership is risky.

Principle #5: Leadership is about our toughest challenges.

**“It’s not leadership if its not about those tough challenges.”**

When Everyone Leads: the toughest challenges get seen and solved.  
Authors: Ed O’Malley and Julie Fabros McBride



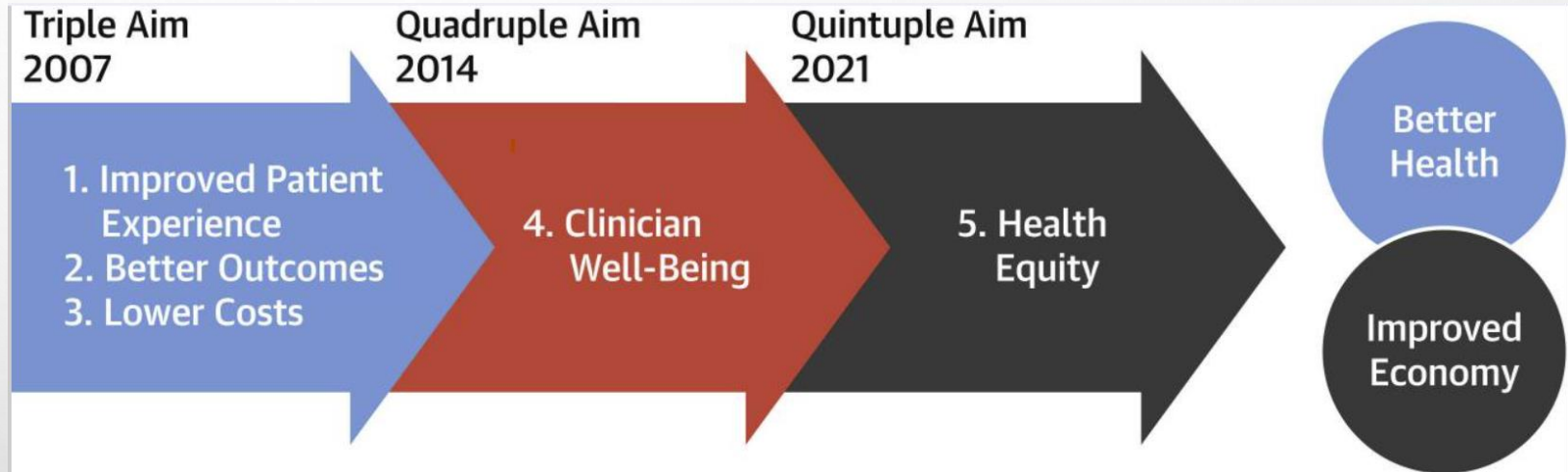
# MOST WANT TO FOLLOW



- POSITION:
- TEAM “FOLLOWS” BECAUSE OF THE TITLE
- MUST BUILD RESPECT AND GROW INFLUENCE
- 
- PERMISSION:
- TEAM “FOLLOWS” WILLINGLY
- TWO-WAY COMMUNICATION FOSTERS FOLLOWING

FIVE LEVELS OF LEADERSHIP , JOHN C. MAXWELL

# FROM TRIPLE TO QUINTUPLE AIM



# VITAL PHYSICIAN LEADERSHIP



- ❖ Patient Care and Satisfaction
- ❖ Clinical Quality
- ❖ Operations
- ❖ Technology/Data
- ❖ C-Suite/ Administration
- ❖ Self-Care in the Process
- ❖ What's Next

# PATIENT CARE AND SATISFACTION

“Patients must be able to trust doctors with their lives and health, and that maintaining trust is one core guidance for physicians” –General Medical Council



- Competence
- Compassion
- Communication
- Trust
- Shared Decision Making
- Shared Responsibility?

# PATIENT CARE AND SATISFACTION

HCAHPS Star Ratings

Patient Surveys

HealthGrades

Google Ratings

Yelp

Facebook

Instagram

Twitter

TikTok



# CLINICAL QUALITY

## DOC-RELATED

Dr .Peter Valenzuela



***“Doctors must be central players in the sweeping changes transforming health care. Indeed, any change strategy they do not embrace is doomed.” – Thomas Lee, MD***

## CLINICAL QUALITY

Significant Impact on advancing hospital quality

Improvement in attitudes and culture produced gains in delivery of evidenced-based care

Improvements in hospital-wide VTE prophylaxis

Reductions in catheter use

System improvements in morbidity and mortality rounds

Increased overall involvement of physicians in the quality agenda

Development of Balanced Scorecards at strategic/corporate level

# OPERATIONS

- Partnering with Operations Managers/Executives
- Scheduling
- Front Office Operations
- Clinical Support Team
- Insurance and Reimbursement
- Electronic Medical Record





# TECHNOLOGY/DATA

Invest time in technology tools

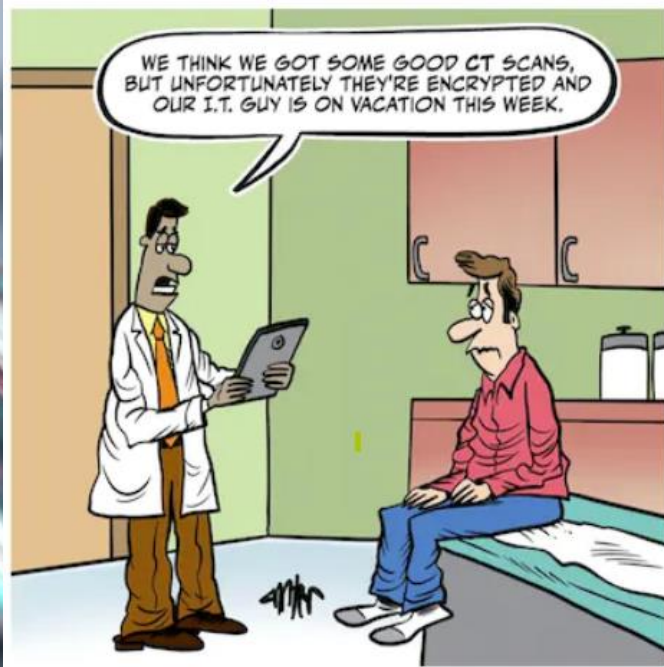
Provide constructive feedback for improvement

Share new technologies/processes that improve workflow

Improve balance of responsibilities

Help administrators better use data to support clinical operations

Value Based Care: Lead the transformation of care and reimbursement from volume to value



# C-SUITE/ ADMINISTRATION

The C-Suite/Administration relationship with clinicians is critical to all success

Establish open lines of communication

Educate administrators

Ask for education on administrator roles

Build trust

Develop compacts outlining the collaborative relationship and adopting core values

**\*Don't give up at the first sign of trouble. Keep working together.\***



# ADVOCACY

Use your knowledge and voice to advocate:

**Internal:**

In your practice or health system

For your patients

For your care team

**External:**

Call, write or meet with legislators

Provide input to your association Executive Director



# SELF CARE AND WELL BEING



**THE OXYGEN MASK  
PRINCIPLE**

**YOU MUST TAKE  
CARE OF YOURSELF  
BEFORE YOU CAN DO  
ANYTHING FOR  
ANYONE ELSE.**



**Put Your Oxygen  
Mask on First**



# SELF CARE AND WELL BEING

almost everything  
**WILL WORK**  
again if you  
*Unplug*  
it for a few minutes  
**INCLUDING YOU**  
*Anne Lamott*

Meditate and reflect

Be physically active

Practice gratitude

Put pen to paper

Eat a healthy, balanced diet

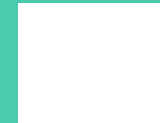
Kaiser Permanente Thrive: Posted May 13, 2020

# WHY?

## CONSIDER



What is Your Personal Story and Mission?

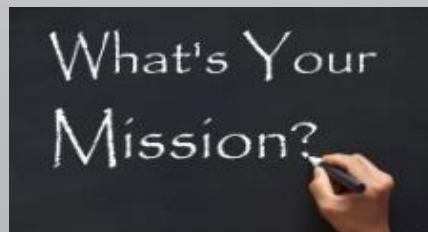


Organization Mission, Vision, Values



Do These Align?

How do I use my mission and passion to lead?



# VITAL PHYSICIAN LEADERSHIP



Physician Leadership, is VITAL to patients and health systems!

- ❖ Patient Care and Satisfaction
- ❖ Clinical Quality
- ❖ Operations
- ❖ Technology/Data
- ❖ C-Suite/ Administration
- ❖ Advocacy



# THANK YOU!

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