



Nichelle A Mullins

Charter Oak Health Center, USA

Healthcare and Leadership quality

I am proposing an oral presentation entitled, "The Unique Intersectionality of "Healthcare Leadership and Quality." This session will focus on the interconnected nature of quality and leadership as they apply in healthcare. Although for many, quality and leadership have been viewed and discussed as independent principles, they are, in fact, overlapping and interdependent systems that directly impact the provision of care. Healthcare leaders must prioritize improving the patient experience by placing specific emphasis on workplace culture to increase employee morale and patient satisfaction which will inevitably result in improved patient health outcomes. Patients who are pleased with their providers, are normally more compliant with treatment plans, medication regimen and provider orders. Specifically, this presentation will address four major components:

- The essential skills needed for an effective healthcare leader;
- The relationship between leadership, workplace culture, and the patient experience;


- Improving the provision of quality care through change leadership; and
- How to identify and overcome obstacles that arise on the journey to achieving quality in healthcare leadership.

This presentation will utilize both qualitative and quantitative data to illustrate that the provision of quality care rests on the ability of health care leaders to transform workplace culture, focus on the patient experience by utilizing non-traditional forms of healthcare leadership.

Speaker Biography

Nichelle A Mullins is the President and Chief Executive Officer of Charter Oak Health Center, Inc. (COHC), a federally qualified health center that provides quality comprehensive health care to the underserved population regardless of their ability to pay. Mrs. Mullins is a licensed attorney and as such, her prior professional positions include several legal positions including managing a private law practice. She also held various teaching roles at local community colleges. Mrs. Mullins earned a B.A. from the University of Michigan, a Juris Doctor, cum laude, from Syracuse University, and a Masters in Health Care Administration from Walden University. Ms. Mullins is an ordained minister and currently serves as an appointed member of the State Citizens Ethics Advisory Board and the Governor's Healthcare Cabinet Committee. She is married and has three beautiful children.

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