

EYE AND VISION

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Successful transformation strategies for the new health care environment

Healthcare, worldwide, is facing many challenges, which, in fact, have been present for many years. However, finding solutions to these challenges is becoming more critical as governmental funding sources are declining, private insurance premiums are becoming unaffordable, poor medical outcomes that vary significantly between high and low-income populations are being reported publically, expanding physician dissatisfaction is being captured in provider surveys, and the costs of labor and supplies are continuing to rise year after year. Hence, it is very clear that there is an urgent need for all healthcare related organizations to transform in order to remain on the cutting edge of clinical advancements, meaning education, and innovative research. To address these challenges, strong transformational leadership at all levels of the organization is a critical success factor. Fortunately, based on the presenter's work and experience, transformational leadership and strategies can be learned. A commitment to excellence is a mandate and this requires enhanced teaming between physicians, administrators, and governing bodies. Because all physicians are leaders, either informally or formally, whether in their individual practices or in their groups, they must understand and adopt the leadership competencies for success, which are somewhat different today than in the past. In addition, because change is never easy and creates much anxiety for many, resistors to change become visible. These must

be identified and minimized, or eliminated completely if possible. This is not happening on a routine basis because, unfortunately, many healthcare leaders and physicians are finding the challenges too numerous and complex. Some are finding the Value Equation, which is now mandatory for the achievement of excellence in medical outcomes, too hard to implement. And finally, moving from "sick care" to "well care", from "hospital-centric" to "ambulatory-centric", moving from "provider-centric" to "patient-centric" processes are, for many, mountains that are too hard to climb. All of this turmoil is causing a healthcare abyss which this presentation will not only address, but provide transformational tips for agents of change. This information is critical since we, physicians and other providers, are all responsible for doing what is necessary to participate in not only sustainable, but thriving medical care delivery wherever we live and work!

Speaker Biography

For 12 years Thomas C. Royer, MD served as founding CEO and President of CHRISTUS Health, transitioning to the CEO-Emeritus role in March 2011. He led CHRISTUS, an international health system, through a remarkable period of growth, making it one of the 10 largest Catholic healthcare systems in the country. Prior to CHRISTUS, he served as an integral part of the Henry Ford Health System, the Johns Hopkins Medical Services Corporation, and the Geisinger Medical Center. Dr. Royer is currently the CEO and Partner with Royer-Maddox-Herron Advisors. He has extensive experience in developing physician partnerships, focusing on providing measurable high quality patient care.

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