

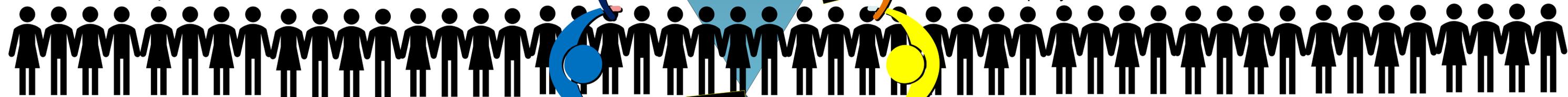
# Adopting the Servant Leadership Framework in the Medical System and Its Implications on Patients' Quality of Care

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## INTRODUCTION

Leadership has been a predominant concept throughout history that has been significantly stressed in the field of medicine. From the CEO of a hospital to the ICU nurse in the wards, there have been a multitude of positions that a healthcare professional will take on to become known as a leader. More than the title however, it is the inherent influence that an individual will make on a population, which proves to hold some form of intangible value. To the extent that society perceives who possesses various titles to his/her/their name, we undermine the foundational concepts that play into being a leader such as Listening, Empathy, Awareness and Developing Others. Here we explore the essence of releasing the confines of traditional hierarchy and focusing on how to instill more collaborative means of leading, one in which has shown to improve quality of care and outcomes for patients.



## OBJECTIVES

1. Examine components associated with servant leadership

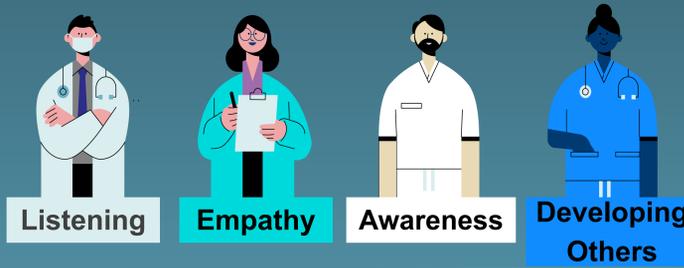
2. Contrast between traditional leadership models and servant leadership

3. Analyze the implications of servant leadership on health care outcomes

## METHODS

Multi-dimensional analysis qualitative and quantitative studies from primary professional interviews from the Modest Leader and the Greenleaf Organization

## FINDINGS/RESULTS



### L.E.A.D in Servant Leadership



### Traditional Leadership vs. Servant Leadership



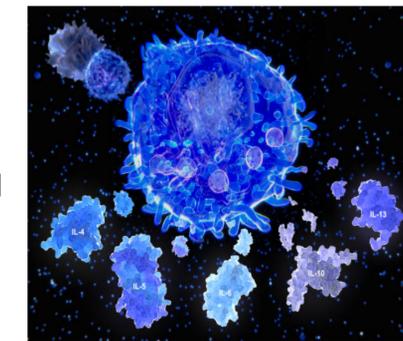
## FINDINGS/RESULTS CONT.

### Empathy and Health Care Outcomes

- 1 Fosters Trust  
Conceptualization of patients' feeling and active communication increases quality of care and outcomes
- 2
- 3 Physician Success



**Case 1:** Patients of physicians with high empathy scores significantly more likely to have a stable control of their hemoglobin A1C vs. those patients of physicians with low empathy scores.

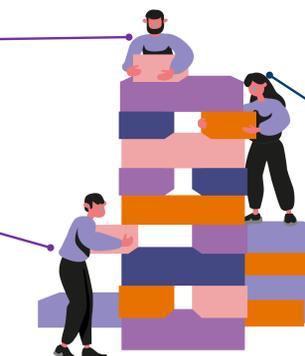


**Case 2:** A clinician's attitude perceived by the patient served as an indication of duration of patients' illness. More empathy leads to high robust immunity response.

## CONCLUSION

Gradually Dissolving Historical Biases

Contributing to better quality of care and Patient Relationships



Producing Fewer Malpractice Complaints

### Next Steps...

Collect qualitative data across different hospitals with patients, various health care providers and explore how current leadership structure could look different

#### References:

- <sup>1</sup> Mohammadreza Hojat, et al, "Physicians' Empathy and Clinical Outcomes for Diabetic Patients," 359-64 <sup>2</sup> Bruce Barrett, et al, "8. Practitioner Empathy and Duration of the Common Cold." <sup>3</sup> Jean Decety and Aikaterini Fotopoulou. "Why Empathy Has a Beneficial Impact on Others in Medicine: Unifying Theories."