

# 34<sup>TH</sup> INTERNATIONAL NURSE EDUCATION & NURSE SPECIALIST CONFERENCE

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### The role of leadership in an ever changing healthcare environment

Providing care in a healthcare setting has evolved from care provided not only within a hospital environment but an ongoing continuum with ambulatory care being emphasized. Delivering ambulatory care is specific, oftentimes involving complex treatments that are ongoing. As leaders, managing care means managing complex processes, implementing new ones, and operationalizing these processes to provide them at the highest quality possible. Using methodologies to reduce variability, decrease errors, and create value are ways to improve health-care quality and delivery; but the key to any improvement is buy-in from providers and staff. Buy-in requires commitment, empowerment, and willingness to participate. Process improvement requires traditional work to be modified and enhanced, as well as the collection and analyses of metrics that give meaning to the work, and rewards high performance. Allowing staff to be imaginative, mindful and engaged in the problem-solving process allows for the partnership for change. But to do this, leaders must plan for change in order for it to be successful. While planning for change, communication is crucial. This presentation will provide various examples of dealing with the ever changing role of nursing leaders and identify processes for successful change. Potential roadblocks, ways to managing resistance, and tips for success will be highlighted. Successful navigation of performance improvement processes will ultimately result in providing the very best for the patients we care for.

### Biography

Carrie Gavriloff has received her Bachelor of Science from Kent State University, her Masters of Science in Nursing with specialization in Healthcare Education and Masters in Business Administration from the University of Phoenix. She is the Director of the Neuro Developmental Science Center at Akron Children's Hospital. She earned her Lean Six Sigma Green Belt and has served as a clinical expert for the Association for the Advancement of Medical Instrumentation. She is a Member of the American Academy of Neurology Brains group and a Member of the American College of Healthcare Executives.

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