Recognizing Management vs. Leadership
For
Risk Management/ Patient Safety Leaders

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Joshua Montemayor RRT, RN, BSN, MBA, CPPS
William Scharf, MD, CPPS
The Difference Between Manager and Leaders
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• Drawings
The Difference Between Manager and Leaders

- Drawings
The Elephant in the Room
Risk Management Past vs. Present

The Past

• Licensed Risk Managers
• Clear Statutes to operate within
• Protection with PSOrg’s
• Lack of Transparency
• Concealing Errors
• Exclusively controlled RCA’s
Risk Management Past vs. Present

• The Present
  • Incorporating Safety
  • National Credentialing
  • FL Supreme Court rulings impacting discoverability of work product
  • Increased demand for transparency from patients, the public and staff
  • Shared RCA practices
  • Dealing with Burnout
  • Eliminate the black hole
Understanding Our Fears

Fear of not being the expert/SME
Rocking the boat
Fear of Hard work
Fear of Failure
Fear of having a knowledge gap
Fear of intimidation
Being released back to the wild
Courage and Character  Not so much
Healing or Pyrrhic Victory??
Pyrrhic Victory

• A victory that inflicts such a devastating toll on the victor that it is tantamount to defeat.
The Difference Between Manager and Leaders

• Courage and Character
  • Indianapolis Methodist
  • Mary McClinton – Virginia Mason
  • Quaid twins - Cedars-Sinai
  • Eric Duncan - Texas Health Resources
Pulling Back the Curtain
When You Go Back To Work

• *Don’t Manage People, instead help others Rise*

• *Support a transparent, non-punitive approach to reporting and learning from adverse events, close calls and unsafe conditions*

• *Establish transparent risk-based processes for recognizing and separating human error and error arising from poorly designed systems from unsafe or reckless actions.*

• *Reward “Good Catches”*

• *Assess the Safety Culture through surveying tools*

• *Proactively assess strengths and vulnerabilities along the continuum of care and prioritize them for enhancement or improvement*
Questions?