You Are Trained For This:
How to Succeed as a Junior Leader in Emergency Medicine

Kory S. London, MD, FACEP
Director of Clinical Operations - Methodist Hospital ED
Associate Residency Program Director
Associate Director of Practice Improvement
Team Physician – Philadelphia Flyers
Thomas Jefferson University
This lecture was sponsored by you!

Disclosure
Objectives
Objectives

1. Understand how building and maintaining relationships is fundamental to high quality leadership
Objectives

1. Understand how building and maintaining relationships is fundamental to high quality leadership
2. Learn techniques to more efficiently lead and drive process change.
Objectives

1. Understand how building and maintaining relationships is fundamental to high quality leadership
2. Learn techniques to more efficiently lead and drive process change.
3. Advocate for humility as a virtue in leadership without succumbing to submission.
Part 1: The Why
N = 1
Waka waka waka waka waka waka...

sigh

But why waka?
Time for a Thought Experiment
One Doctor 2.5 patients/hour 36 - 40 hours/week 48 weeks/year 20 years

~90,000 patients
Academic Medicine
But Wait...

THERE'S MORE!!!
One Medical Director

One (or more) EDs

140,000 patients/year

20 years

2.8 million patients
But Wait... There's More!!!
One Educator \( \times \) Ten Residents/Year \( \times \) 75,000 patients/resident \( \times \) 20 years

15 million patients
One Academic

Patient Care Encounters
I am for those means which will give the greatest good to the greatest number.

Abraham Lincoln
WHAT NICHE?
Theme 1: Building and Maintaining Relationships
Tip #1

Morale is everything, and it requires active intervention.
Tip #2

Do little things for people and be available.
Attention is the rarest and purest form of generosity.

– Simone Weil
Tip #3

Demonstrate respect and courtesy to everyone. No lip service.
Theme 2: Run the place like a boss.
Tip #4

Triage and work in small bites.
Tip #5

Follow up and reassess on a regular basis.
Tip #6

Unless the action is critical, let others have a hand in the decision making.
Tip #7

Cut through the morass.
Tip #7

Cut through the morass.
Theme 3: Be humble, not submissive.
Tip #8

Respect the chain of command.
Tip #9

Learn to accept futility.
Tip #10

Make it hard to say no and easy to say yes
Extra Tips:

1. Show up and be present.
Extra Tips:

1. Show up and be present.

2. Listen more than you speak.
Extra Tips:

1. Show up and be present.

2. Listen more than you speak.

3. Become an email (and EHR) master.
Questions?

Who doesn’t want to take advice from this guy? ->

Email me: Kory.London@Jefferson.edu