



Learning & Sharing Discussion: Leadership Styles within the Care Management Team

February 22, 2023



Let's Get Acquainted

Type into Chat:

- Your Name/Role
- Practice or Organization
- State




Facilitators



Learning & Sharing

- **Assume Positive Intent**
- **Be Here Now**
- **Come Prepared to Ask Questions**
- **Decrease Distractions and Respect Time**
- **Everyone Teaches, Everyone Learns**





Polling Question: Select 3 Key Characteristics that you feel are most important for effective Leaders.

- Able to Motivate and Inspire
- Rewards success
- Shows integrity
- Effective communicator
- Defines goals – Shares the vision
- Ability to Empower Others
- Leads by example
- Has the Ability to influence
- Encourages Innovation – Risk-taker

Leadership Styles:

- *Formal*
- *Informal*
- *Participative*



Leadership within Care Management



Informal Leadership

- Good at Building Relationships
- Understand the culture – unspoken rules
- Help without ulterior motives – the work is the reward
- Early Adopters

Leadership within Care Management



Participative Leadership

- Effective communication
- Collaborates with team
- Curious – values team input
- Receptive to input from others
- Open Minded & Encouraging

Panel Discussion



- **Jessica Mazur, RN, BSN**
Spira Care Wyandotte Clinic, Kansas City, KS
- **Amanda Bloom, RN, BSN**
Manager of Ambulatory Care Management
Intermountain Health (formerly SCL) Peaks Region

Group Discussions & Questions

Connect With Us

Diane Cardwell

Dcardwell@healthteamworks.org



Angie Schindler-Berg

Aschindlerberg@healthteamworks.org



Katie Ebinger

kebinger@healthteamworks.org



©1996-2023

www.healthteamworks.org

Connect With Us

HealthTeamworks Website



www.healthteamworks.org

HealthTeamWorks LinkedIn



<https://www.linkedin.com/company/healthteamworks>

HealthTeamWorks Podcast



<https://podcast.healthteamworks.org/>



HealthTeamWorks Resources and Trainings

Resources

- Role & Responsibilities of the Change Leader | HealthTeamWorks Solutions Center
<https://www.healthteamworks.org/resource/role-responsibilities-change-leader>
- Building Capacity for Change | HealthTeamWorks Solutions Center
<https://www.healthteamworks.org/resource/building-capacity-change>

Trainings

- Essentials of Care Management Online Training | HealthTeamWorks:
<https://www.healthteamworks.org/workforce-development-training/essentials-care-manager-training>
- The Clinical Health Coach Online Training | Iowa Chronic Care Consortium:
<https://clinicalhealthcoach.com/online-overview/>
- The Clinical Health Coach V-Fusion Training | Iowa Chronic Care Consortium :
<https://clinicalhealthcoach.com/vfusion/>
- Facilitating Quality Improvement Online Training | HealthTeamWorks:
<https://www.healthteamworks.org/workforce-development-training/facilitating-quality-improvement>





Thank You

End of the Event Survey

Please provide your feedback, this helps us ensure value for all!

