



Master of Health Administration

ETHICS OF BALANCING
QUALITY CARE
WITH
FINANCIAL PERFORMANCE

Love and Leadership

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OVERVIEW

- *Balancing Quality Care and Financial Performance*
- *Love and Leadership in Healthcare*
- *Personal Stories and Experiences*
- *Key Leadership Lessons*
- *Reflection and Discussion*

ETHICS OF BALANCING CARE AND FINANCE

- **Introduction:**

- *The challenge of aligning high-quality care with financial objectives.*
- *The ethical responsibility to both residents and investors.*

LOVE AND LEADERSHIP

- **Concept:**

- *"Love" as a commitment to residents and staff and passion for care.*
- *"Leadership" as responsibility to investors.*

STORY – A SIMPLE RESIDENT SHOWER

- **Story Highlights:**
 - *Inefficiencies in care delivery.*
 - *Result: Future nursing homes designs with CNA cubbies on each hallway.*

STORY - SCABIES OUTBREAK

- **Story Highlights:**

- *Importance of listening to floor staff who are closest to the issues.*
- *Realization of the critical role of communication and trust.*

FROM ENTERTAINMENT TO HEALTHCARE

- **Journey:**

- *Transition from entertainment to healthcare*
 - And healthcare VP to CNA to Administrator.
- *Understanding basic level of service in LTC*
 - Followed heart and passion to care for medically complex people who cannot meet their own needs.

BALANCING BUSINESS AND CARE

- **Key Points:**
 - *Balancing financial performance with quality care.*
 - *Use of metrics and KPIs to measure success.*
 - *Simplify management focus with a Balanced Scorecard:*
 - Financial performance
 - Customer satisfaction
 - Employee development
 - Process improvement

IS IT POSSIBLE TO BE NICE AND FINANCIALLY STABLE?

- *Student question:*

- Can a leader be nice and maintain fiscal stability?

- *Answer: YES!*

- It is possible to achieve both leadership kindness and financial performance.

DISCUSSION QUESTIONS

- **Questions:**
 - *What have you learned about balancing obligations to investors and service to residents?*
 - *Is it possible to be nice and financially stable?*

DOUG'S PILLARS OF LEADERSHIP

- **Pillars:**

- *Trust and Communication*

- *Importance of open and honest communication and its relationship to earning trust.*

STORY - THE DAY COVID ARRIVED

- **Story Highlights:**

- *My Covid story.*

- I'm not afraid of Covid.

- When we get our first Covid patient, will you leave or stay?

- *The power of trust and communication in crisis.*

- *Hallway DJ*

- *What did you learn about leadership during Covid?*

REFLECTION ON QUALITY OF QUALITY OF LIFE

- **Social Workers and Activities Directors**

- *We tend to understate the importance of these positions.*
- *Bedbound non-communicative residents:*
 - What was their "hot button" when they were an active adult?
 - Meaningful stimulation (Detroit Tigers)
- *This is an important part of balancing business and care.*

CONCLUSION

- **Takeaway:**

- *Anchor leadership in a passion for care.*
- *Utilize management skills to ensure fiscal performance.*

QUESTIONS AND DISCUSSION

- **Open Floor:**
 - *Participants are invited to*
 - ask questions
 - share their experiences