

Encouraging individuals to get involved in planning and important issues resolution procedure not only motivates them, but also teaches the intricacies of these key decision-making factors. Moreover, it will help everyone to get better understanding of their role in the organization. The communication will be unambiguous and will certainly attract acknowledgement and appreciation from the leader.

Developing moral and team spirit certainly has a key impact on the well-being of an organization. The mental or emotional state of a person constitutes his or her moral fabric. A leader's actions and decisions affect the morale of his subordinates. Hence, he should always be aware of his decisions and activities. Team spirit is the soul of the organization. The leader should always make sure his subordinates enjoy performing their duties as a team and make themselves a part of the organization's plans.

A leader should step into the shoes of the subordinates and view things from subordinate's angle. He should empathize with them during difficult times. Empathizing with their personal problems makes them stronger-mentally and emotionally.

Leaders must motivate, instruct and discipline the people they are in charge of. They can accomplish none of these things if they aren't very skilled communicators. Not only that, poor communication can lead to poor outcomes. Leaders who fail to develop these skills are often perceived as being weak and mealy-mouthed, according to Wang. It's also important to remember that listening is an integral part of communication.

The most important message for leaders is this: "Try to understand culture, give it its due, and ask yourself how well you can begin to understand the culture in which you are embedded". To distinguish leadership from management or administration, one can argue that leadership creates and changes cultures, while management and administration act within a culture. Organizational culture is the result of a complex group learning process that is only partially influenced by leader's behavior.

Remember, "To become an efficient leader, leader must be self-motivated". You must know your identity, your needs and you must have a strong urge to do anything to achieve your goals. Once you are self-motivated, only then you can motivate others to achieve their goals and to harmonize their personal goals with the common goals of the healthcare organization.

For ensuring this, effective leadership & spiritual leadership might involve intrinsically motivating and inspiring the service provider through hope/ faith in a vision of service to key stakeholder and a corporate culture based on the values of love to produce highly motivated, committed and productive workforce.

Spiritual leadership is an engaging paradigm within the broader context of the workplace which spirituality designed to create an intrinsically motivated, learning organization.

So, creation of vision whereas leaders and followers experience a sense of calling so that their lives have purpose, meaning and makes a difference and establishing the organizational culture based on values of love, which will ensure the quality of care.



Quality Improvement Secretariat
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Addressing Quality & Safety



Why Leadership is the Prime Concern for Quality Improvement?

Leadership & Culture Development Initiative

Motivation

Communication

Positive Attitude

Team Building



Quality Improvement Secretariat
Ministry of Health & Family Welfare

Key messages

“If you ever feel like you’re just one person trying to change something, I promise there are hundreds, thousands, if not millions of people out there who feel the same way as you, who want to make a difference.”

– Saira O’Mallie

“Put your heart, mind and soul into even your smallest acts. This is the secret of success.”
– Swami Sivananda

“A patient is the most important visitor on our premises, he is not dependent on us. We are dependent on him. He is not an interruption in our work. He is the purpose of it. He is not an outsider in our business. He is part of it. We are not doing him a favor by serving him. He is doing us a favor by giving us an opportunity to do so.”

–Mahatma Gandhi

Leadership has been shown to affect the quality of patient care, including safety. The personality and behavior of leaders may contribute towards quality through the effects they have on the wellbeing of staff.

Effective leadership is a precondition for implementing health care quality management. How organizational leaders structure and direct an organization as well as how they behave within an organization are critical elements to the success of an effective quality management process.

Leadership is a critical component for any organization seeking to drive improvements in health care quality and patient safety. As health care delivery systems shift from volume-based to value-based systems, leaders face new and different challenges that require new ideas, behaviors, and actions.

The importance of good leadership in producing what is required for a healthcare organization is accepted unquestionably, from football teams to global enterprises. Its key role within health care has been a rather slower development but has recently been acknowledged as vital, particularly now in the development of quality care through clinical governance.

We are conducting lots of training workshop for ensuring the quality of care but unfortunately the system is not working and service providers are not interested to engage themselves for quality health service delivery due to lack of effective leadership.

Leadership should exist at every level throughout an organization, and usually includes management tasks. Although there is often a distinction made between leadership and management – management being seen as the seeking of order and stability while leadership is about seeking adaptive and constructive change – leaders are also likely to want to be able to produce and manage periods of stability, often at the same time as planning future changes. For this reason, the two inevitably overlap.

In the case of healthcare there is also a longstanding distinction between leadership in the person of the chief executive (or his or her directors) and team or clinical leadership in the persons of unprofessional groups such as doctors or nurses, and multidisciplinary teams which

are the face of care of which the patient is most aware. Most of this discussion is applicable to both types of leaders, but it should also be borne in mind that not all leadership theories sit comfortably in clinical settings in particular, nor always in healthcare as a whole.

Transformational leadership looks for ways to motivate followers with a view to engaging them more intimately in the process of work—it is “performance beyond expectations”. Transformational leaders can initiate and cope with change, create something new from something old.

Leaders need to get close to patients’ and staff’s experiences—to do what has been called “the walk of shame”—but they need training and support to face the unacceptable in healthcare in ways which are different from other types of organizations. It is important that leadership training and development takes them into account and helps people to tackle them daily rather than using models from a culture less complex than that faced by leaders in health care.

The leadership skills can have real benefits to patient care, and have described some of the behaviors and characteristics that might underpin them. It seems clear that certain traits such as arrogance, authoritarianism, and strong competitiveness may be prejudicial to good leadership, and that sociable, confident people who work well under stress have a head start in making good leaders. In terms of whether their style should be transformational or transactional, it appears from current evidence that both are going to be necessary for health services. If leaders feel more in tune with one approach than the other, it may be more important that they ensure that others are playing the role they find more difficult rather than presume they must do both themselves. Just as important is the suggestion that any assessment of good leadership needs to go beyond performance monitoring and to look at the effects on staff wellbeing, the ways in which staff are used and developed to enhance their strengths, and the ways that leaders can show they are able to recognize and learn from the errors and inadequacies which will always be a part of health care (Ref: http://qualitysafety.bmj.com/content/10/suppl_2/ii3).

Motivation is a goal-oriented characteristic of a leader that helps a person achieve his objectives. It pushes an individual to work hard at achieving his or her goals. An executive must have the right leadership traits to influence motivation. However, there is no specific blueprint for motivation.

As a leader, one should keep an open perspective on human nature. Knowing different needs of subordinates will certainly make the decision-making process easier. Both an employee as well as manager must possess leadership and motivational traits. An effective leader must have a thorough knowledge of motivational factors for others. He must understand the basic needs of employees, peers and his superiors. Leadership is used as a means of motivating others.

Harmonize and match the subordinate needs with the organizational needs. As a leader, the executive must ensure that the business has the same morals and ethics that he seeks in his employees. He should make sure that his subordinates are encouraged and trained in a manner that meets the needs of the business.

Appreciation and rewards are key motivators that influence a person to achieve a desired goal. Rewarding good/ exceptional behavior with a small token of appreciation, certificate or letter can be a great motivator. If a certificate is awarded to a person, it should mention the particular act or the quality for which the individual is being rewarded.

Being a role model is also a key motivator that influences people in reaching their goals. A leader should set a good example to ensure his people to grow and achieve their goals effectively.