

# Clinic Management Intensive: Servant Leadership in the Medical Clinic

NIFLA 2023 NATIONAL  
LEADERSHIP SUMMIT

October 24, 2023

Chesapeake, VA



# Welcome! We are so glad you are here

## Panelists:

- Deanna Monteith, MSN, APRN, FNP-C, Clinic Director, Women's Resource Center, Mobile, AL
- Mischa Long, RN, Director of Nursing, Life Choices Health Network, Joplin, MO
- Heidi Wieland, RN, Nurse Manager, Vida Medical Clinic and Support Services, Appleton, WI

## Facilitator:

- Audrey Stout, RN, RDMS, NIFLA Medical Consultant, Co-Owner SoundView Imaging Partners

I. **God chooses and places leaders to serve His purposes—God is creating teams**

He also **chose His servant** David and took him from the sheep pens. From the care of the ewes with nursing lambs He **brought** him to **shepherd** Jacob His people, And Israel His inheritance.

So David **shepherded** them according to the **integrity of his heart** and **guided** them with his **skillful hands**. Psalm

78:70-72



# God raised up His leader for His purposes

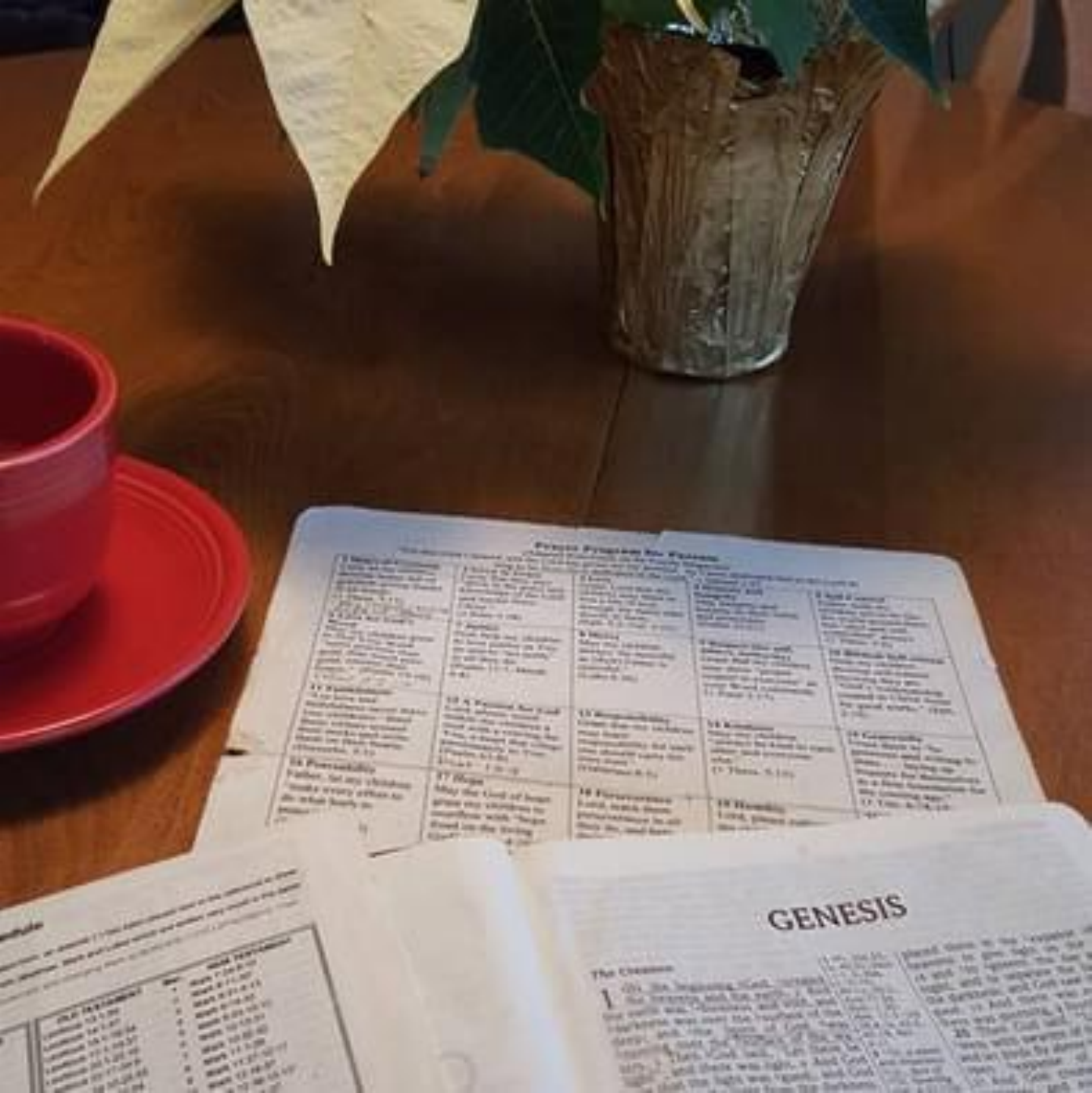
He raised up David to be their king, concerning whom He also testified and said, 'I have found David the son of Jesse, a man after My heart, who will do all My will.' For David, after he had served the purpose of God in his own generation, fell asleep. Acts 13:22b, 33

## **A. Preparation to lead**

“Fundamental to all Christian leadership and ministry is a humble personal relationship with the Lord Jesus Christ, devotion to Him expressed in daily prayer and love for Him expressed in daily obedience. Without this, Christian ministry is impossible.”

— John Stott

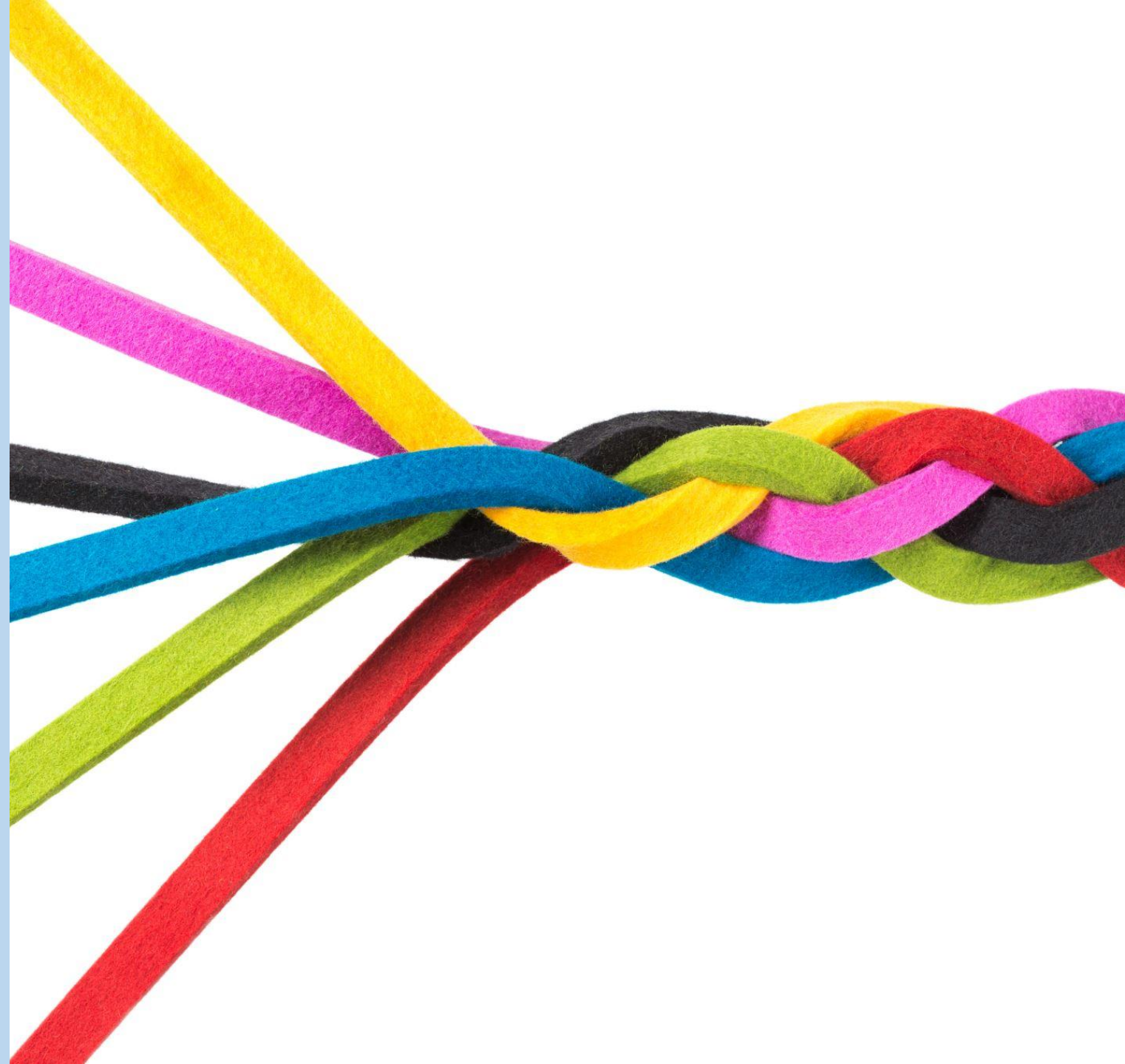
**B. Pursuing  
your daily  
walk of faith  
with Jesus**



# C. Choosing the best medical personnel for your clinic



**D. Personal  
qualities  
desired in  
team  
members**





# **E. Leadership challenges with personnel**



**II. A leader's  
task is to  
shepherd  
people—  
building  
and guiding  
your team**





## **A. Spiritual Leadership**

# A. Relational and Interpersonally



## **C. Cultivating growth in skills and knowledge for competence**

“When you are through learning, you’re through.” -- Dr. Howard Hendricks

“You don’t know what you don’t know; you’ll never know what you won’t learn.”—Dave Stout, M. Div., Pastor

## **D. Ministering encouragement in discouraging and difficult times**

It is our privilege to see and celebrate each little life God has created though it may be cut short.

It is also our privilege to remember that baby, giving its life dignity and respect.



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## **E. Satisfaction, joy in leading your clinic**

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“  
I were so  
tive to  
needs.



“  
The nurse was kind,  
respectful, and  
informative.



“  
They showed that they  
care about ME, not just  
my test results.



“  
The staff actually took  
the time to listen  
and understand  
my situation.



“  
They gave me their  
ear and they  
listened to me.




“  
Just knowing I have  
people who support me  
means everything.



“  
The nurse was so  
helpful and supportive  
during my entire  
appointment.



“  
The free services saved me  
pregnancy test, ultrasound,  
prenatal vitamins- they gave  
me everything!



### **III. Lead with integrity of heart and skillful hands—the daily work of serving your patients and organization**

Integrity = the quality or state of being of sound moral principle; uprightness, honesty, and sincerity.

# Truths from God's Word regarding integrity

The integrity of the upright guides them.  
Proverbs 11:3 (ESV)

He stores up sound wisdom for those the upright; He is a shield to those who walk in integrity. (Prov. 2:7)

# A. How integrity is demonstrated



# B. Consequences of compromise in integrity and/or skill



**C. Avoiding  
compromise of  
medical and  
legal  
standards**



# D. Requiring accountability

Accountability infers rules.

Accountability is about taking care of each other



## E. Developing clinic management tools





**F. Ensuring  
competence in  
skills and  
compliance of  
mandated  
medical/legal  
standards**



# G. Increasing your outreach into your community



## **H. Sharing and celebrating victories for life**





NO TRESPASSING

No Parking Any Time

Jackson  
Womens Health  
Organization  
2903

The image features a dense field of light-colored wooden question marks. The marks are three-dimensional and scattered across the entire frame, creating a textured, repetitive pattern. The lighting is soft, highlighting the natural grain of the wood. In the center of the image, the words "Questions and Answers" are written in a clean, white, sans-serif font. The text is centered horizontally and vertically, standing out clearly against the busy background of question marks.

# Questions and Answers

# V. The challenge and promise for leaders

‘I have found David the son of Jesse, a man after My heart, who will do all My will.’

For David, after he had served the purpose of God in his own generation, fell asleep. Acts 13: 22, 36 (NASB)

For God is not unjust so as to forget your work and the love you have shown toward His name, by having served and by still serving to the saints. Hebrews 6:10 (NASB)



**Thank you for  
leading your  
clinics  
and serving your  
communities!!!**