Executive insight · Healthcare leadership

Leading Where Care Happens

The credibility of leadership is tested closest to the point of care.

Larry Nonsweh Healthcare · Leadership · People

Presence reveals reality

Reports summarise performance; proximity reveals how work actually happens. Purposeful leadership presence helps identify friction, recognise good practice and understand the conditions teams face.

Listen with consequence

Listening builds trust only when leaders explain what they heard, what will change and what cannot. Follow-through turns engagement from an event into a relationship.

Enable local judgement

Frontline teams need clear guardrails and appropriate authority to solve problems. Leadership should reduce avoidable escalation while ensuring accountability and learning.

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