

STORY HIGHLIGHT

A HEALTHCARE EXECUTIVE'S STORY



While this executive leader wishes to remain anonymous, they were brave and compassionate in wanting to share their story with the hope that it will inspire others.

From Humiliation to Success

Despite **four years** of medical school, I had found myself as a first-year medical intern (*aka: a know nothing, inexperienced, lacking confidence, fledgling doctor*). I did not expect this to be **where my leadership journey would begin!**

At the height of the AIDS epidemic, I spent every third night in an **800 bed hospital in New York**, on call for 36 hours: providing coverage for unbelievable number of sick and dying patients while admitting an average of 12-14 new patients. With **no sleep** and an overwhelming amount of physical and mental fatigue, I was expected to present all new patient cases the following morning to my supervising physician, "**Dr. Critical**". The critique provided by Dr. Critical was designed to enhance my skills as a young doctor.

On this frightful morning, after admitting the last of my 12 new patients at 4am, I was past exhaustion and the last presentation I gave reflective my lethargic state. As a result, **Dr. Critical dismantled my presentation and humiliated me** in front of my team. He then proceeded to march my team and I to the bedside of my patient. He demonstrated to us all **how to perform a detailed history and physical examination**. This was followed up by **chastising me** for one of **the worst history's & physical ever**. Needless to say, *I was humiliated and angry* that there was **no consideration** given by Dr. Critical for MY overall well-being. I was filled with a sense of **retribution** which fueled my drive to prove Dr. Critical wrong and *become the best physician I could be*.

Over the next 2 years, I committed myself to perfecting my skills as an internist: learning how to perform a stellar detailed history, physical exam and critical decision making with documentation that reflected the necessary details. With this, I gained recognition of being one of the **MOST** highly skilled residents across my colleagues, attending physicians and even *Dr. Critical*.

This achievement was ultimately recognized by my Department Director when he selected me along with 3 other colleagues to be **Chief Residents**. This was the highest achievement that any resident could attain! Upon receiving this recognition, **Dr. Critical** personally congratulated me on my success and recognized the diligence and resilience that I demonstrated throughout my career to reach this level of success.

However, I never forgot that humiliating moment with Dr. Critical.

Which is why, as an executive leader, I am highly attuned and aware of *the well-being of those under my leadership*.

And why, as an executive leader, *I try to be the person I wished Dr. Critical was for me in my time of need*.