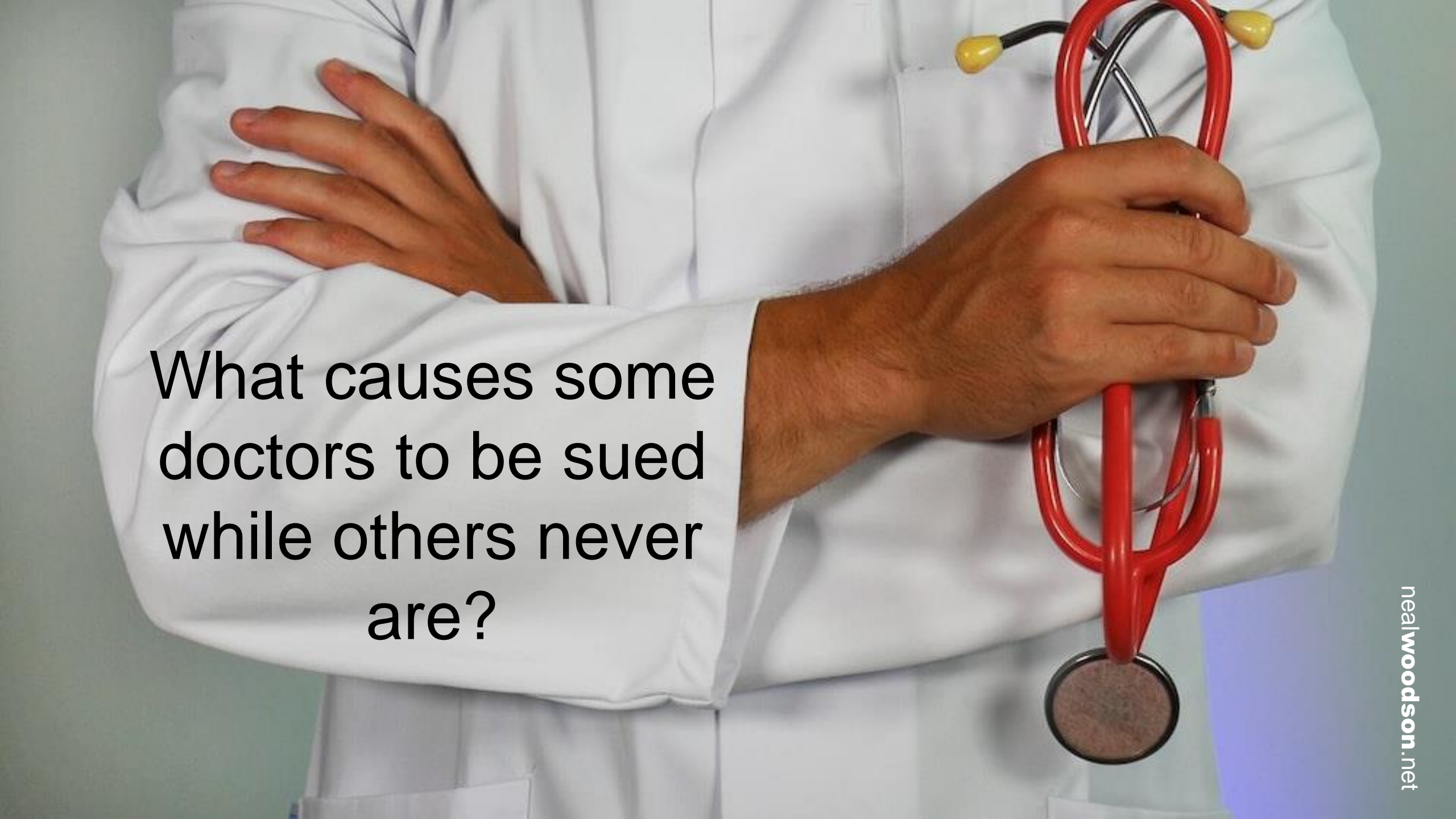




How to Be a Better Boss ...Service Provider ...Team Member ...Human

A close-up photograph of a doctor's torso. The doctor is wearing a white lab coat. Their arms are crossed over their chest. A red stethoscope is draped around their neck, with the chest piece hanging down. The background is a plain, light-colored wall.

What causes some
doctors to be sued
while others never
are?



It is rarely due to differences in
education or educational pedigree

A photograph of an elderly African American male doctor in a white lab coat with a stethoscope, standing and talking to a middle-aged woman with short grey hair wearing a blue hospital gown. They are in a hospital room; the doctor is leaning over a bed where a clipboard and papers are. A poster of the National Gallery of Art is on the wall behind them.

It is more often due to
differences in bedside
manner

Four differentiators

TLRC

This for...

T⁵ **I**² **M**³ **E**¹



In a 1997 study, Dr. Wendy Levinson identified specific communication behaviors associated with malpractice history in doctors.

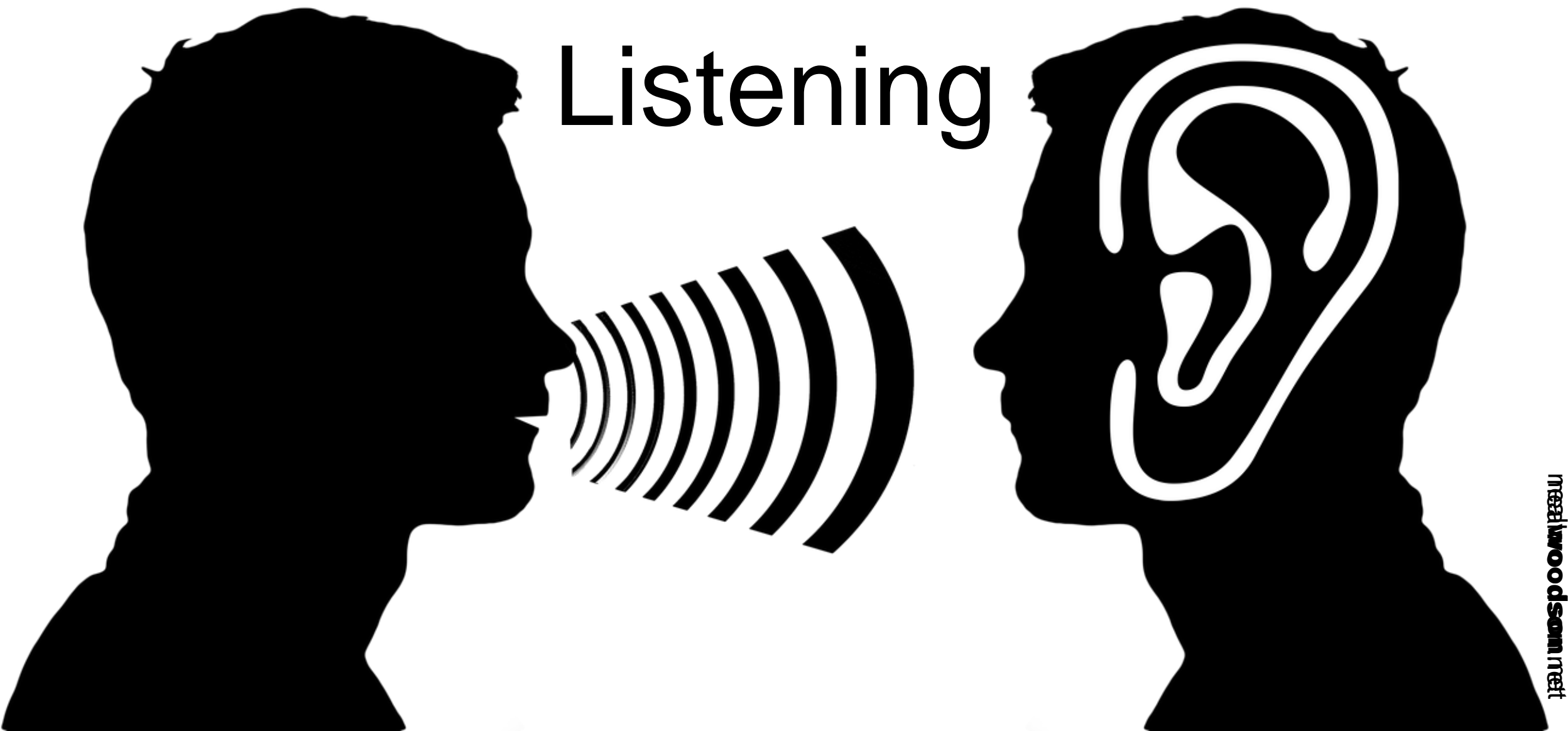
In looking at those who were never sued versus those who were sued more than once, one of the findings was...

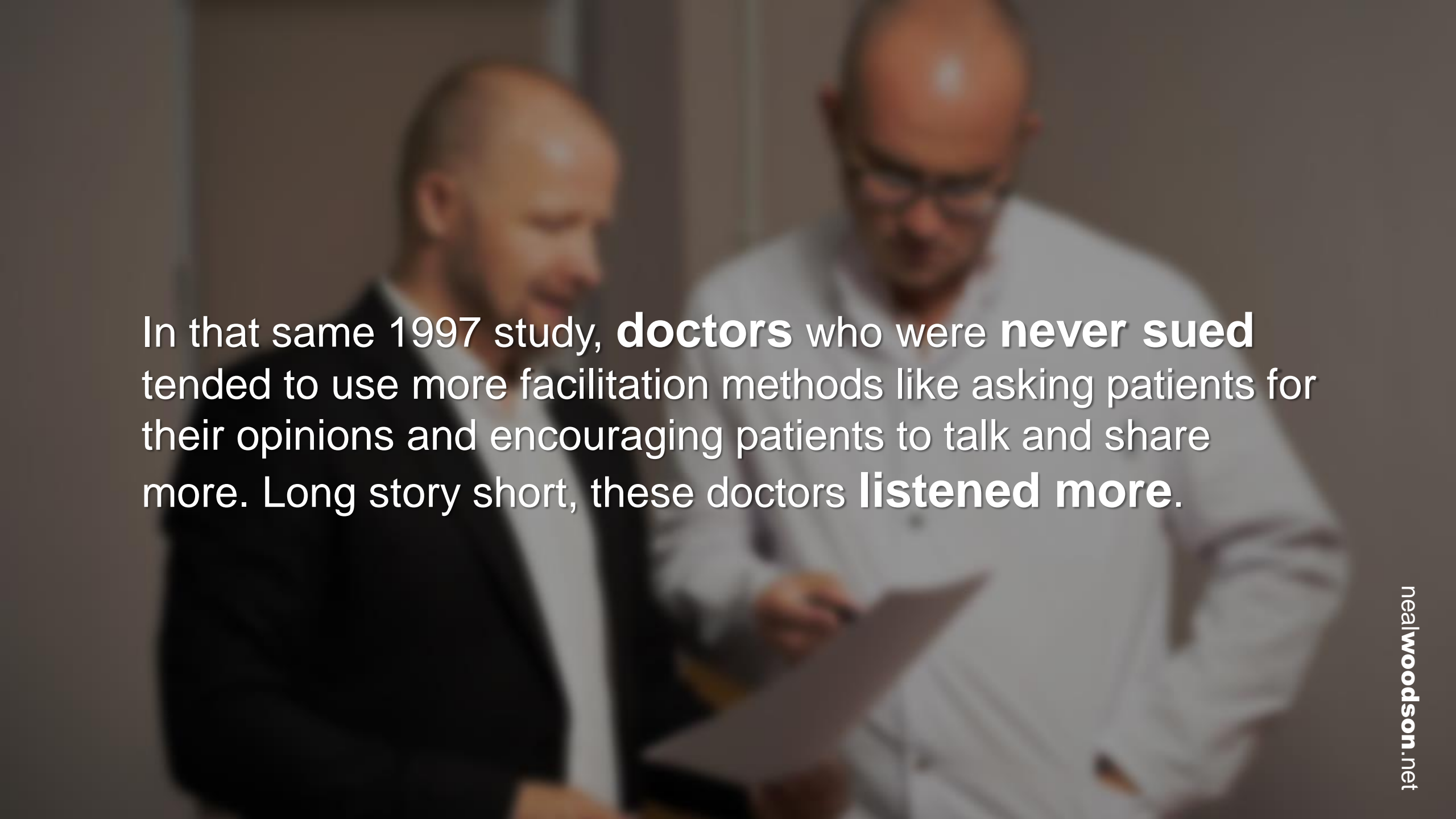
Doctors who were **never sued** spent **20% more time with their patients.**

If this can influence people to not sue a doctor, imagine what spending a little more time with the people you lead, work with, or serve can do to build a better relationship.

L is for...

Listening

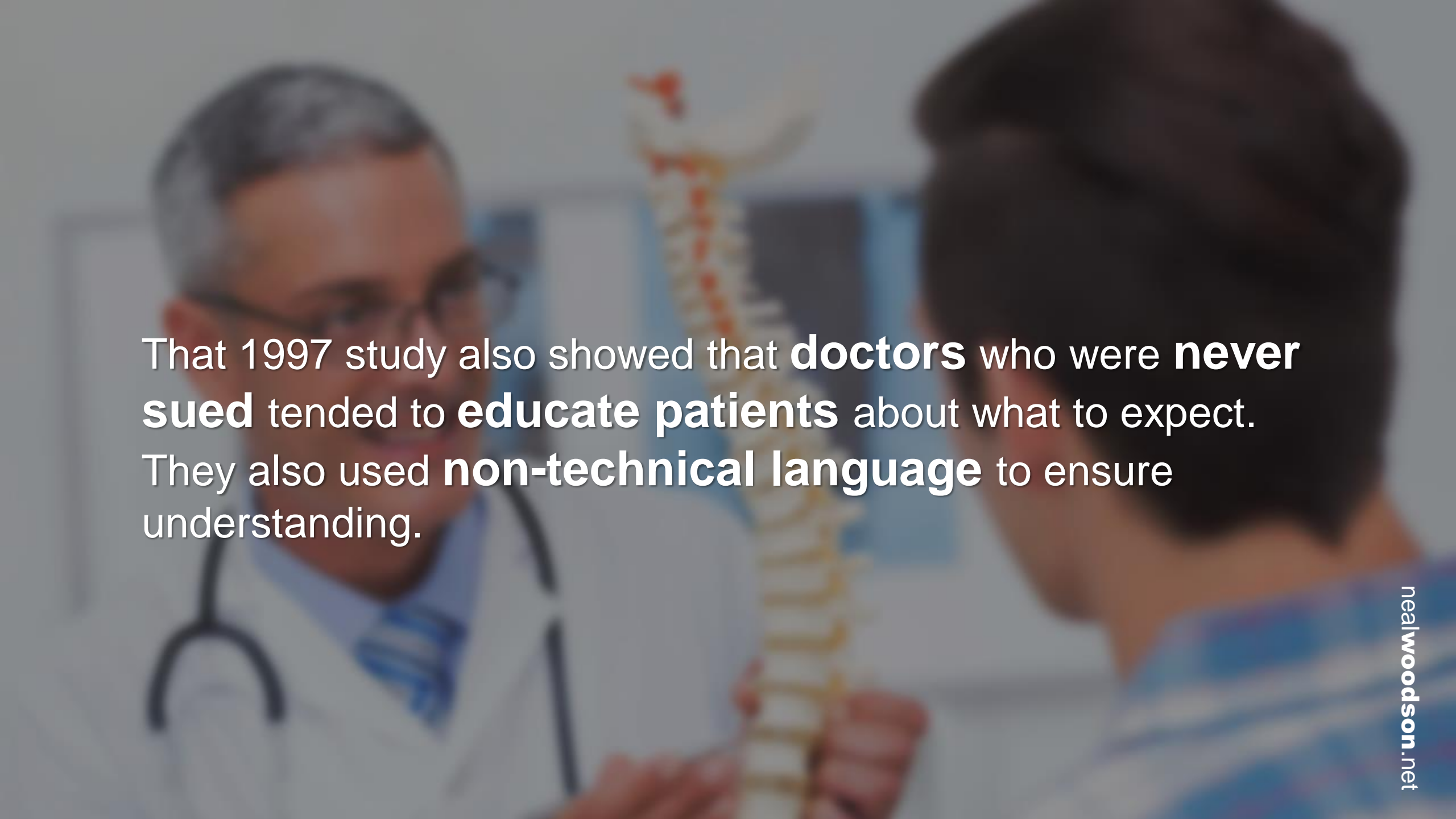


A blurred background image showing two men in a professional setting. One man, wearing a white lab coat and glasses, is holding a clipboard and looking down at it. The other man, in a dark suit, is looking towards him. The image is semi-transparent, allowing the text to be overlaid clearly.

In that same 1997 study, **doctors** who were **never sued** tended to use more facilitation methods like asking patients for their opinions and encouraging patients to talk and share more. Long story short, these doctors **listened more**.

R is for...

RESPECT
RESPECT

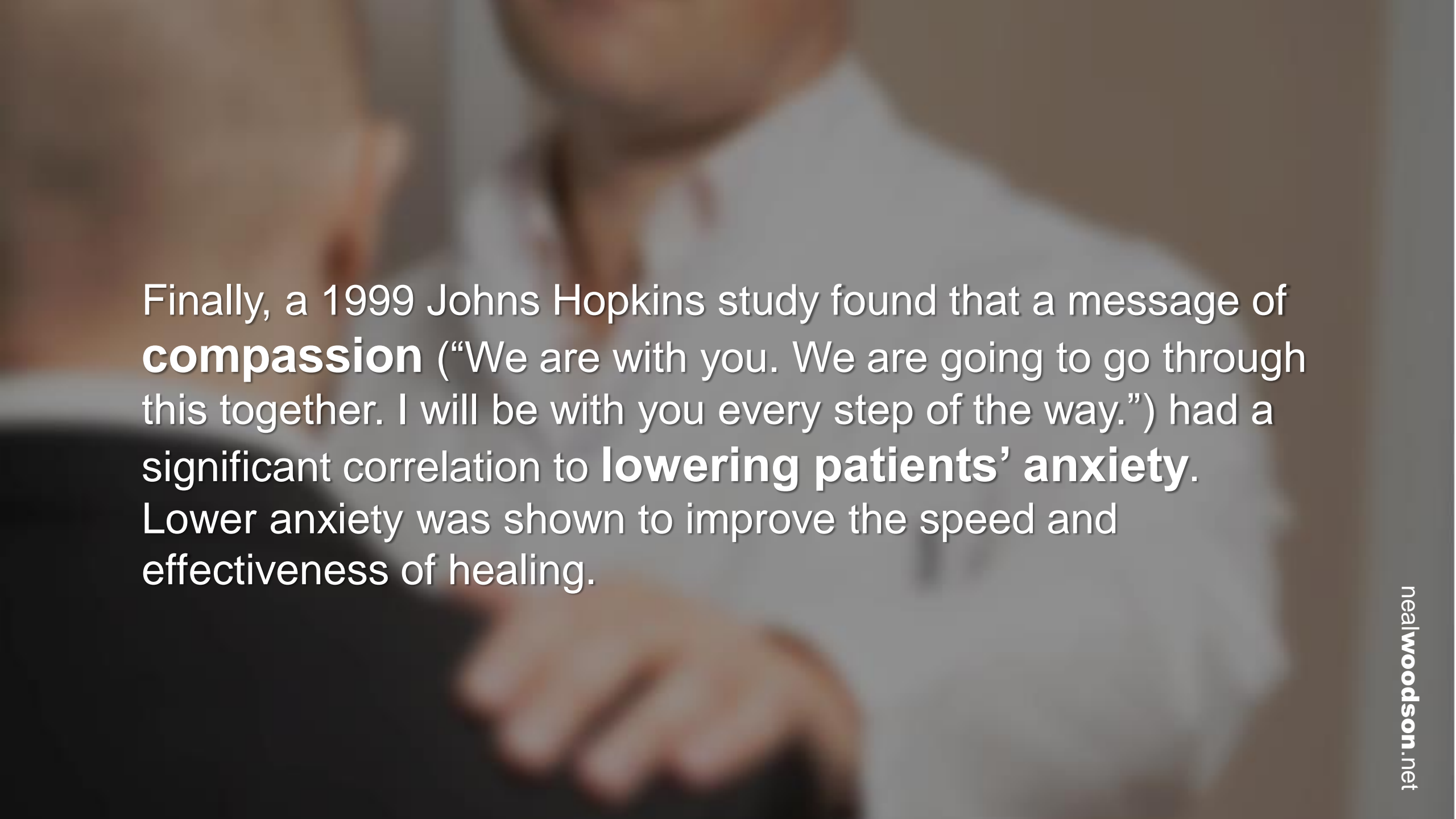
A doctor with grey hair and glasses, wearing a white lab coat over a blue shirt and tie, is holding a model of a human spine. He is looking down at the model and talking to a patient whose back is to the camera. The patient has dark hair and is wearing a blue and white patterned shirt. The background is a blurred clinical setting.

That 1997 study also showed that **doctors** who were **never sued** tended to **educate patients** about what to expect. They also used **non-technical language** to ensure understanding.

C is for...

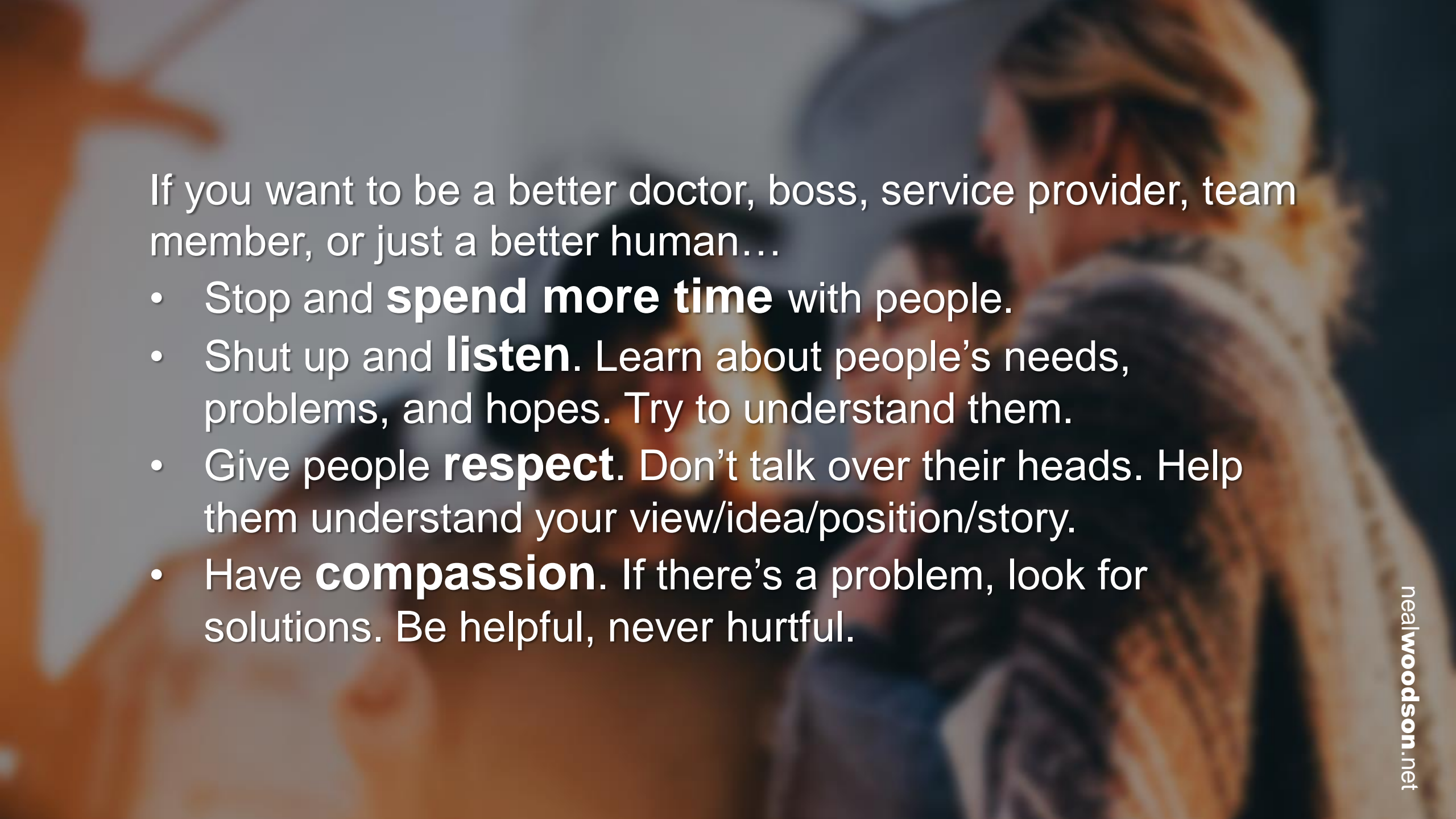
COMPASSION





Finally, a 1999 Johns Hopkins study found that a message of **compassion** (“We are with you. We are going to go through this together. I will be with you every step of the way.”) had a significant correlation to **lowering patients’ anxiety**. Lower anxiety was shown to improve the speed and effectiveness of healing.

MORAL OF THE STORY



If you want to be a better doctor, boss, service provider, team member, or just a better human...

- Stop and **spend more time** with people.
- Shut up and **listen**. Learn about people's needs, problems, and hopes. Try to understand them.
- Give people **respect**. Don't talk over their heads. Help them understand your view/idea/position/story.
- Have **compassion**. If there's a problem, look for solutions. Be helpful, never hurtful.

