



HOW A PEDIATRIC HEALTH CLINIC WENT FROM BURNT OUT TO INSPIRED

M.A. Pediatric Health Clinic serves under-resourced communities in a major U.S. city, where patients often require social support alongside medical care due to negative healthcare experiences. Despite the professionals' best efforts in challenging conditions, burnout, team fatigue, and staff turnover have become problematic. Dr. M., the clinic's founder and owner, partnered with **The Serving Way** in 2019 to enhance leadership skills and better support the team.

Team burnout exacerbated by Covid

Amidst the pandemic's significant social and medical disruption, Dr. M. struggled to enhance her emotional, relational, and social agility. The clinic faced challenges in recruiting and retaining staff while maintaining high standards of telemedicine care. The pandemic's economic impact further worsened the situation, requiring the team to rediscover their strengths, strengthen bonds, and renew their purpose amidst overwhelming demands.

Growing teams with individual coaching

Chris started with individual coaching sessions with Dr. M., who used top assessments to identify strengths and growth areas in interpersonal effectiveness. With Chris's help, Dr. M. designed a personal leadership development plan that improved staff engagement at the pediatric practice.

The staff-wide plan featured short-term remote coaching sessions for each member, utilizing the Gallup StrengthsFinder. Chris also facilitated a strengths-based group coaching day for the whole practice. Dr. M. reported that this process enabled staff to develop custom action plans for success and satisfaction in daily life and work.

Success from the inside-out

Individual and group coaching helped M.A.'s staff collaborate better, with increased curiosity about each other's strengths and the practice's potential to thrive post-pandemic. Dr. M. was pleased, saying, "It was exciting to focus on positivity in workmates—not usually easy even in the best times."

Despite the pandemic, Dr. M.'s practice expanded services, staff, and location, managing well with Chris' continued coaching. The organization is proud to contribute to M.A. Pediatric Health Clinic's ongoing transformation through custom coaching and facilitated group leadership development, enabling the practice to thrive.

