



The Trust Gap: Future - Proofing Healthcare Leadership in the Age of AI and Burnout



LIGHTHOUSE
LEADERSHIP CONSULTANTS

 Roanoke Ballroom G |
 Sept 25 |  2:30–3:30 PM

presented by kristi straw, mba



ABOUT LIGHTHOUSE LEADERSHIP CONSULTANTS

OUR STORY

Born from a vision to empower and redefine the essence of leadership, we have dedicated ourselves to nurturing the growth and resilience of leaders and organizations. With a foundation built on the characteristics of a UNICORN Leader, we guide businesses through change, fostering cultures rich in innovation, integrity, and impact.



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Magnetic Leadership > Management

Leadership as behavior vs. title or skillset.

Engagement, burnout, trust gaps



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Empathy + Execution

The Trust Gap

What's causing provider churn and burnout isn't always workload...

It's the absence of trust.



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Let's Find Out How You Naturally Build Trust

Take the Authentic Authority™ Quiz Now

(You'll get your Archetype result in 2 minutes.)



[AAA Quiz Link](#)

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Archetype Overviews

The Strategist

Essence: Direct, results - focused, commercial - minded.

Power Move: Simplify complexity so others see the straightest path to results.

What part of your leadership gets lost when communication breaks down?



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Archetype Overviews

The Anchor

Essence: Grounded, empathetic, transformational.

Power Move: Create steady spaces where people feel safe to be real and grow.

Where is your emotional steadiness most needed right now?



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Archetype Overviews

The visionary

Essence: Creative, intuitive, mission - driven.

Power Move: Inspire by naming the bigger why and connecting daily work to meaningful change.

Where has your purpose become buried under protocols and how might you bring meaning back into the mundane for your team?





Archetype Overviews

The architect

Essence: Strategic, systems - minded, order - bringing.

Power Move: Turn vision into structure by designing frameworks that scale trust and impact.

Where are your systems unintentionally creating distance and how might you restructure them to feel more human and more heard?



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Archetype Overviews

The catalyst

Essence: Magnetic, expressive, bold.

Power Move: Use your visibility and voice to ignite action and momentum.

Where is your team waiting for your energy to lead the charge — and how might your boldness actually be the permission they need?



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Your communication style



is a **strength**, not a flaw.

The Cost of Misaligned Leadership :

- 52 % of clinical staff say lack of communication from leadership contributes to burnout (*American Medical Association, 2024*)
- Only 27% of healthcare employees feel their leader clearly communicates during change (*Gallup 2023 – Healthcare Workforce Report*)
- 1 in 3 healthcare workers plan to leave their role in the next 12 months — most cite “lack of recognition or poor communication” as a key driver (*MGMA Stat, 2024*)
- \$7M/year : Average cost of turnover for mid-sized hospital systems (*Becker's Hospital Review, 2023*)



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What Shifts When You Own It?

Reflect:

What shifted for you in how you see yourself today?

What surprised you about your Archetype?

What part of your leadership are you reclaiming starting today?



Behavior Change That Sticks



These are the visibility micro - shifts we coach healthcare leaders to implement for sustainable trust and team alignment:

- **Presence Scripts**
 - → What to say in emotionally charged moments
 - → How to lead with honesty without losing authority
- **Meeting Redesigns**
 - → Turn update meetings into trust-building touchpoints
 - → Create space for reflection without losing efficiency
- **1:1 Micro - Actions**
 - → Recognize team members in ways that actually land
 - → Adapt your coaching style by Archetype to reduce friction



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Why This Matters...



The Cost of Ignoring Your Archetype in Healthcare Leadership:

Delayed Diagnoses, Delayed Decisions

When leaders overexplain, under — communicate, or stay silent, teams hesitate — and that hesitation ripples into care quality and outcomes.

High Staff Turnover

People don't just leave from exhaustion — they leave because they don't trust their leaders to protect their well-being with clarity. - being, listen, or lead

ALM.



Why This Matters...



❌ Clinical Burnout & Administrative Fatigue

When communication styles clash, entire departments operate in constant tension. Nurses disengage. Managers micromanage. Morale plummets.

❌ Patient Experience Declines

Trust isn't just internal — patients feel the misalignment. Lack of visible, values - aligned leadership erodes satisfaction scores and compliance.

❌ Change Fatigue During AI Transitions

Without a personalized communication approach, AI rollouts become chaotic. Leaders either overexplain tech or miss the emotional response entirely.

ALM.



Why This Matters...



The Win When You Own It:

- ✓ Faster care team alignment
- ✓ Higher engagement scores
- ✓ Better patient satisfaction
- ✓ Lower leadership turnover

ALM.



Leadership Development

79 %

Women who engage in leadership development programs, like this one, are 79% more likely to be promoted sooner, underscoring the transformative power of investing in women's leadership skills and potential.



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Thank You!



Kristi Straw, MBA 🦄 Advisor to Visionar...
Bestselling Author & Keynote
Speaker | Leadership & Sales Str...



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