

Nicole Brady Interview

1. What is the best piece of leadership advice you've ever received?

Listen more than you speak.

2. If you could go back in time, what is one piece of leadership advice you would give your future self?

Prepare to be an educator. It is more important to be skilled at teaching people how to evaluate and rectify their own problems than to always have the solutions.

3. What is one leadership experience, situation, or scenario that you've experienced that you wish everyone in family medicine (students, residents, physicians) could experience?

Being a patient yourself. I've learned more through experiencing my own health issues than any leadership class I've ever taken. Realizing what it feels like as a patient to navigate the healthcare system as well how the "system" works or doesn't work for different members of the team... the nurses, unit clerks, food service staff etc... and how their roles all affect the patient experience has helped me to always frame problems around the needs of our patients. After all, it's caring for others that drew us all to this profession.

4. Who are your mentors and what did you learn from them to become the physician/leader that you are today?

Dr. Michael Faudree was my family physician growing up in a small town. He embodied what it meant to be a family physician. He cared for patients in all phases of life and was engrained in our community. He not only grew my interest for the profession but served as a role model of what a true family physician should be; a leader at work and in the community.

5. Why did you choose family medicine and what's your favorite aspect of it?

I chose family medicine due to the variety offered; variety of ages, medical issues, geographic location of positions, career opportunities.

6. What does leadership mean to you?

Leadership is a chance to advocate and innovate on behalf of our patients and physicians in this ever-changing healthcare environment.

7. What is the most memorable experience you have had when dealing with a patient?

I had a young patient of mine just over 40 years old who walked into our building, directly into my office and sat down, immediately bursting into tears. He revealed that he hadn't been honest with his wife about the severity of his stomach cancer diagnosis and only had weeks to live. His wife and two young daughters, also my patients, were under the assumption that treatment was effective and he was on the road to recovery. We immediately called his wife to meet us in clinic. We spent an emotion filled hour or so discussing the true course of his illness and made the first steps toward end of life planning.

8. What qualities make a great leader in family medicine? How have you taken these qualities into your practice and community outreach?

Being a good listener and open to others ideas and suggestions. When evaluating a problem or process, I try to go in with a clear mind and no preconceived notions that I have the answer or the best way of doing things.

9. Who or what inspired you to pursue family medicine?

When in nursing school, I realized that physicians were leaders regardless of whether or not they had official titles or not. I wanted to have a greater ability to advocate for patients and ensure they receive the best care possible.

10. What piece of advice would you give to your younger self? To a medical student interested in, or a new family medicine resident?

Realize that all doctors are seen as leaders. Act as you'd expect a leader to act and respect all those around you. Listen to their thoughts, ideas and concerns and work with them to continuously improve the care your patients receive.