“I believe leading is being willing to say and do the hard things that allow us to move forward in a different way.” - Amy Compton-Phillips, M.D.

Meet Our Guest:
Dr. Compton-Phillips serves as the president of Clinical Care at Providence. In this role, she is responsible for improving health, care and value outcomes delivered by the $25 billion health system. A CNN medical analyst, Dr. Compton-Phillips is a vocal advocate for equity and innovation in healthcare. Dr. Compton-Phillips serves as a director on the boards of the Healthcare Information and Management Systems Society (HIMSS), the Institute of Systems Biology, Lumedic, and recently completed tenures on the board of Wellcare and as chair of the High Value Healthcare Collaborative.

In This Episode:
In this episode, Dr. Compton-Phillips reflects on her career journey, from front line clinician to president of clinical care and how she handled her transition away from seeing patients. Sanjula and Dr. Compton-Phillips dive into Providence’s treatment of the first U.S. COVID-19 patient and their ‘human-centered’ approach. Recognizing the need for change within the healthcare industry, Dr. Compton-Phillips shares her "clinically led, professionally managed," philosophy and how this mindset has shaped her experience as a leader. As a board member of many organizations, Dr. Compton-Phillips shares advice for women looking to find their seat on a board.

Key Moments:

1. Clinical vs. Administrative Work
Dr. Compton-Phillips discusses her experience with transitioning from treating patients directly to working on the administrative side, detailing her career journey from frontline clinician to president of clinical care. (5:15)

2. Speak Your Mind
In her first leadership role, Dr. Compton-Phillips learned that leading is being willing and able to say and do the hard things that allow us to move forward in a different way. (17:26)
‘Human Centered’ Approach to COVID-19

In 2020, Providence treated the first U.S. COVID-19 patient. Dr. Compton-Phillips shares how she and her team were quickly able to develop standards and procedures, including an interactive chat-bot on their website to help triage patients. (7:40)

Relevant Links:

- Providence Healthcare System Website: https://www.providence.org/
- WellCare Health Plan website: https://www.wellcare.com/
- Institute of Systems Biology website: https://isbscience.org/
- Lumedic website: https://www.lumedic.io/