

LEADERSHIP FOR EYE HEALTH SERIES

Culture in Action – Scenario Discussion

Scenario

A regional eye health service provider offers community-based eye care, outpatient clinics, and surgical services. Following a national directive to reduce preventable sight loss, the organisation is undergoing a major transformation: integrating digital diagnostics, expanding outreach to underserved communities, and shifting toward more collaborative, multidisciplinary care. Dr Amina Patel, a lead practitioner, wants to create a culture that is innovative, inclusive, and compassionate, while ensuring the team adapts to change and delivers high-impact care.

The Challenge

- Resistance from senior clinicians who are sceptical of digital tools like AI-assisted retinal screening.
- Underrepresentation of minority communities in service design and feedback loops.
- Staff burnout following post-pandemic backlogs and increased patient demand.
- A need to rebuild trust with patients who feel their voices haven't been heard.
- Dr. Patel wants to create a culture that is innovative, inclusive, and compassionate, while ensuring the team adapts to change and delivers high-impact care.

Discussion

- What does emotional intelligence look like?
- How can openness & honesty support her goals?
- How should she approach making and communicating decisions?
- What could she do to create a psychologically safe environment?

