



Texas Association for  
Home Care & Hospice  
*Leading ★ Advancing ★ Advocating*

## Winter Conference

Wednesday, February 18, 2026

8:30am-9:30am

# General Session - Leadership Resilience in Times of Change: Thriving Amid Uncertainty

Presented by:

Marcylyle Combs, BS, MS, RN, CHCE, MAC Legacy

Thank you to our Partners:



# LEADERSHIP RESILIENCE IN TIMES OF CHANGE

ADAPTING & THRIVING THROUGH UNCERTAINTY & CHALLENGES

TAHC&C 2026 Winter Conference

MARCYLLE COMBS, RN, MS, CHCE  
OWNER, MAC LEGACY

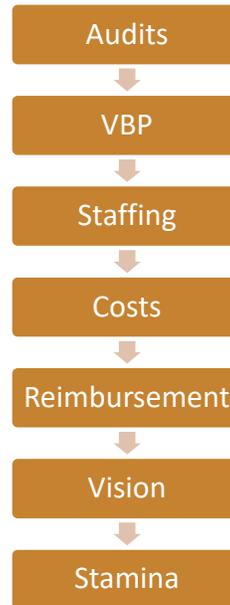
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“MANAGEMENT IS DOING THINGS RIGHT;  
LEADERSHIP IS DOING THE RIGHT THINGS”

PETER DRUCKER

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## LEADERSHIP CHALLENGES



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## HONOR IS

- Expressed In The Words & Actions You Take When You Arrive In The Morning **AND** As You Leave At Night
- Giving Value & Respect To Everyone On The Team

**MANAGEMENT** ↔ **EMPLOYEE** ↔ **CUSTOMER**

- Not Dependent On Their Job Performance, **BUT HOW WELL YOU RESPOND** To Their Work

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## HUMILITY

- Has Been Given A Bad Name In Management
- Admitting Mistakes Quickly Fosters Trust Among Employees
- Encouraging Humility Benefits The Organization In The Long Run

THE BETTER THE TEAM, THE BETTER THE ORGANIZATION

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## HONESTY

GETS LOST IN WORK  
RELATIONSHIPS

TRANSPARENT

Quick To Tell The Truth

THE CORNERSTONE OF ANY RELATIONSHIP

Careful To Show  
Humility

HONORING TO OTHERS

VULNERABLE

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TRUE LEADERSHIP IS INFLUENCE **EARNED**  
THROUGH HONEST COMMUNICATION,  
**STRENGTHENED** BY GENUINE  
CONNECTION, AND **SUSTAINED** BY HONOR,  
HUMILITY, AND A DAILY **COMMITMENT TO**  
**ADD VALUE** TO OTHERS. MAJC

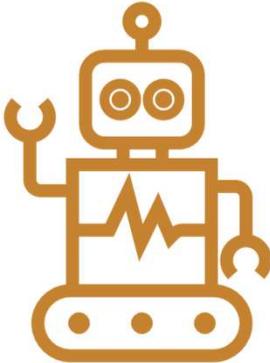
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LEADERSHIP “AHA MOMENTS”

WHEN INSIGHT BECOMES CLARITY &  
PERMANENTLY CHANGES BEHAVIOR

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**INNOVATION**



AI	<b>Transformation</b>
IMPACT	<b>Leadership</b>
DECISION MAKING	<b>Every Level</b>

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**LEADERSHIP IN AI**



**AI Adoption In Healthcare Has Grown 40% In 2 Years**

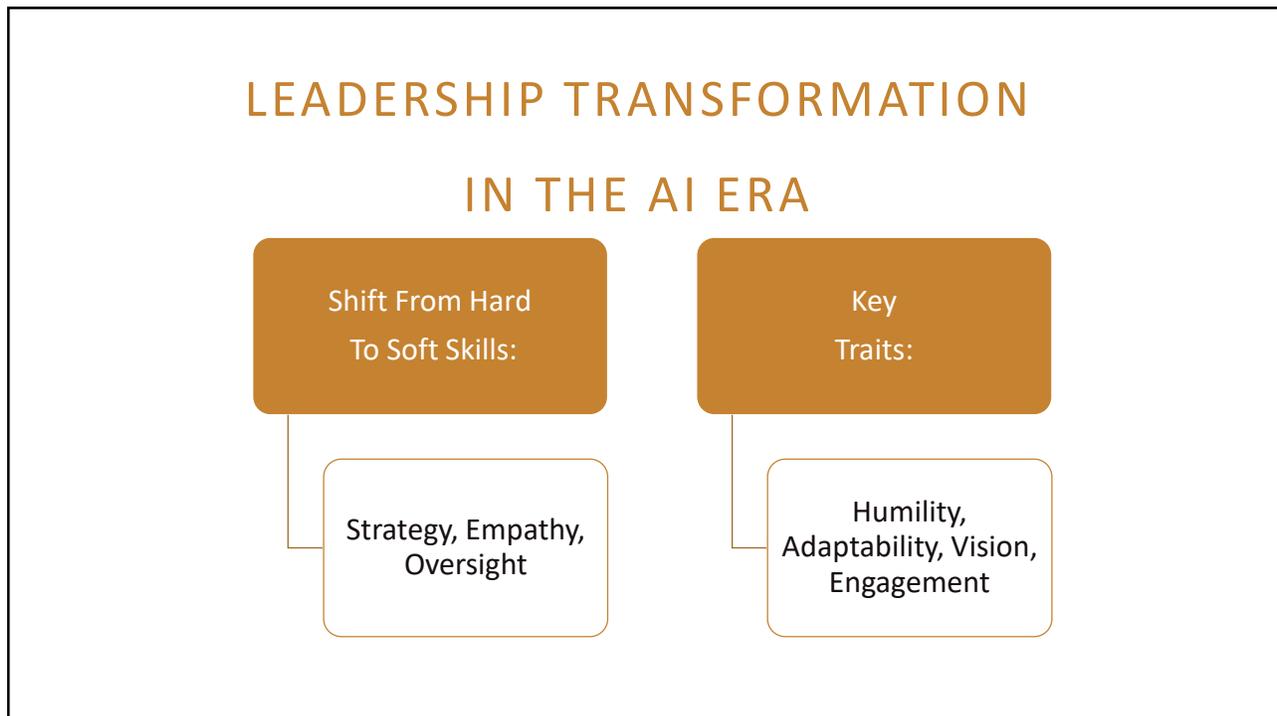
**AI-led Companies Gain 25% Efficiency Improvement**

**Leaders Must Grow 100%**

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## AI IMPLEMENTATION: CONSIDERATIONS & CHALLENGES

<b>Start Small:</b>	Pilot 1 Process Per Category-(Hiring Or Quality)
<b>Integrate Data:</b>	<ul style="list-style-type: none"> <li>• Centralize EHR, Payroll, &amp; Scheduling Feeds</li> </ul>
<b>Train Users:</b>	<ul style="list-style-type: none"> <li>• Focus On Augmentation, Not Replacement</li> </ul>
<b>Ethics &amp; Oversight:</b>	<ul style="list-style-type: none"> <li>• Audit For Bias, Accuracy, &amp; Explainability</li> </ul>
<b>Measure ROI:</b>	<ul style="list-style-type: none"> <li>• Time Saved, Errors Reduced, Satisfaction Improved</li> </ul>

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## COMMUNICATION & CHANGE MANAGEMENT



- Address Fears
- Build Transparency & Confidence
- Upskilling is Essential

NAVIGATING THE STORM: LEADERSHIP AT THE HELM

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# LEADERSHIP MATTERS

## EFFECTIVE LEADERSHIP DETERMINES RESILIENCE & SUSTAINABILITY

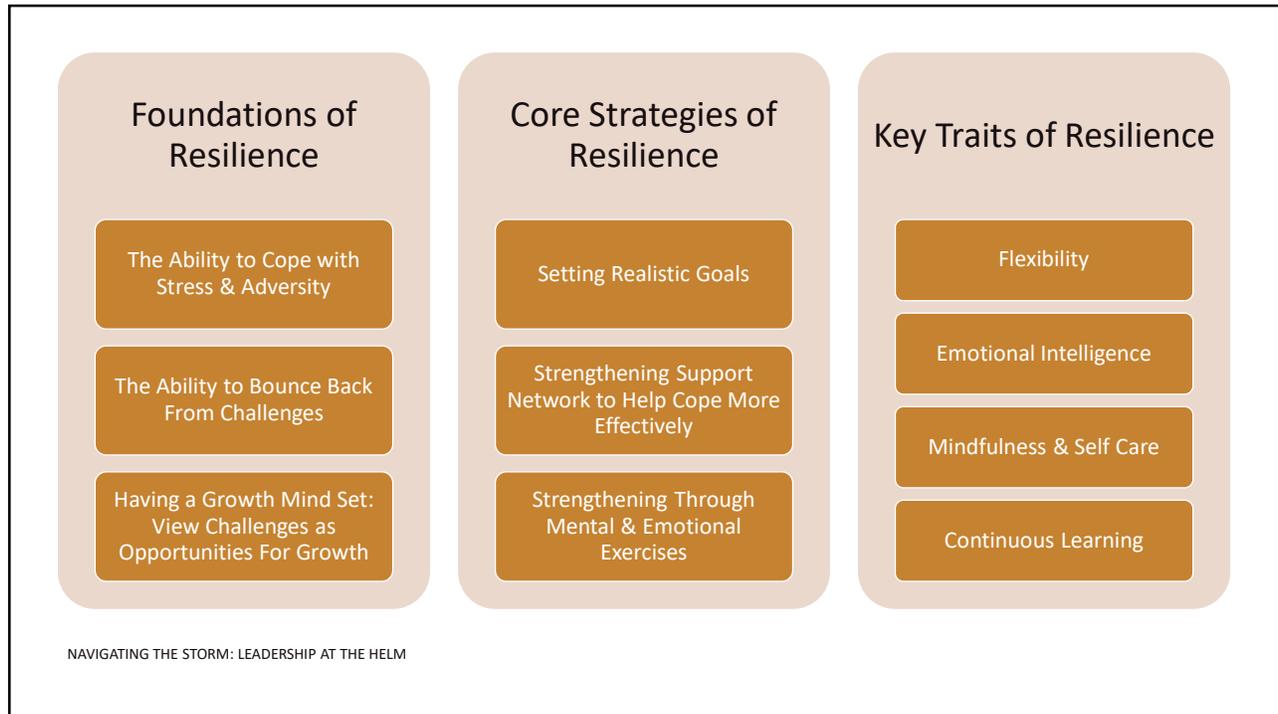
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### HOME HEALTH & HOSPICE BURNOUT

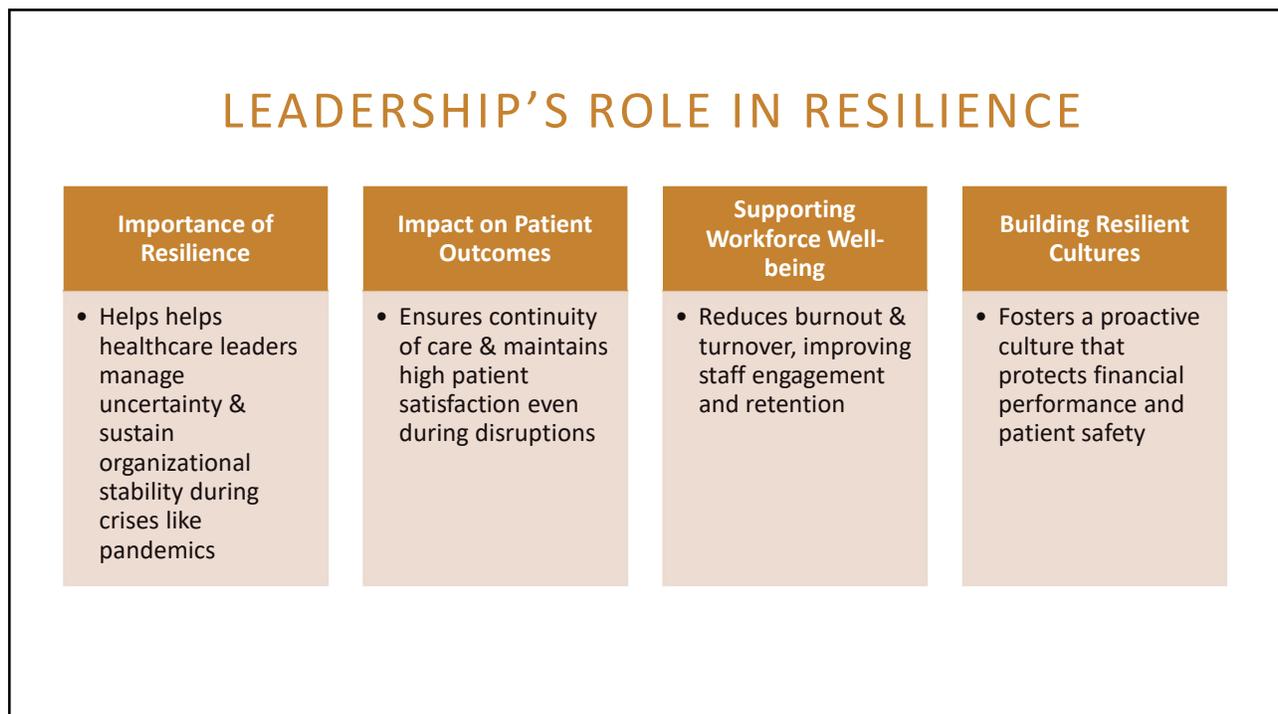
<b>45%</b> Home Care <b>64%</b> Hospice	<b>67%</b> Home Care Workers High Levels Of Stress <b>72%</b> Hospice Workers Reporting High Levels Of Emotional Fatigue	Home Care Increased <b>20%</b> In The Last Two Years
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# VISION AND STRATEGIC THINKING

RESHAPING LEADERSHIP PRIORITIES

Leaders  
Anticipate  
Challenges

Ethics Guide  
Decision-  
Making

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**TRUST**  
**JUDGMENT**  
**STEWARDSHIP**  
**BELONGING**  
**COURAGE**

**LEADERSHIP IN THE  
FUTURE**

**TITLES**  
**AUTOMATION**  
**GROWTH**  
**CONTROL**  
**COMFORT**

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# LEADERSHIP IN THE FUTURE: AUTHORITY TO STEWARDSHIP

## DEFINING QUESTION:

*“Just because we can—should we?”*