

CACTUS
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“MSP COMPETENCY - Let’s Get Started”

Dear Colleagues,

Last month I introduced my strategic vision about what MSPs might consider doing to redefine their positions, roles and perceived value in their organizations (a theory I referred to as the MSP Competency Network™). So often, MSPs spend their time preparing for surveys, improving their techniques on credentialing practices (of course, using CACTUS Software), negotiating managed care contracts, learning more about their role in facilitating performance improvement initiatives and, heck, just getting through the day - putting out the fires of the day, with never a thought about themselves and their satisfiers.

Well, changes in healthcare delivery and the associated economic factors will soon be upon us in some degree or another. Now, is the perfect time for MSPs to stand up with a united purpose, show our value by identifying MSP industry criteria and demonstrate our competence through measured performance indicators. Sound familiar? Competency measurements for practitioners are now the focus of all accrediting and regulatory bodies. This practice will not be going away anytime soon – if at all. It will only strengthen with the resolve of patient safety. And, I believe, MSPs again will lead the way in elevating our profession by delineating industry competencies.

MSPs are standing at an exciting threshold of possibility and opportunity. By applying the principles of the MSP Competency Network™, you will exhibit the skills and confidence necessary to achieve a more fulfilling and rewarding career as an MSP.

Now, “let’s get started” with the first principle:

#1: BE REAL ABOUT THE KIND OF MSP I AM

Action(s):

1. Stop, reflect and record: Perform a self-critique and make a list of both your personal and professional attributes and skills (positive and areas to improve).
2. Identify one Medical Staff Leader or provider, one Administrative or ancillary representative and one MSP peer who will review your lists objectively (in a private and confidential setting) and provide independent feedback of your self-assessment.
3. Highlight the common issues revealed from your critique and their feedback.
4. Document these common areas under the heading, “Be Real About The Kind of MSP I Am.”
5. Post this list in a visible area for only you to see. (You will be referring to it frequently, as we continue through our other principles in the MSP Competency Network™).

Congratulations, you will soon complete your first exercise that will showcase how you see yourself and how others see you. This is a major accomplishment in jump-starting your confidence and understanding the areas that need attention to improve your competence as an effective MSP.

As you reflect on the outcome of this exercise, I'd love to hear from you about your experience in conducting your self-assessment as well your results. Let's work to improve our competencies together.

Look What's Coming Next: In the November issue in this series of the MSP Competency Network™, Principle #2, "Know Where You Are Going" will provide you with specific tactics you can take to crystallize your direction as an MSP.

Until next we speak...SMILE