

CACTUS
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“MSP COMPETENCY - Stay Focused on your Professional Development Plan”

Dear Colleagues,

As described in last month's column, the MSP Competency Network™* was developed to provide you – the MSP – with a competency framework that is composed of three very distinct categories and will guide you in identifying and developing your personalized professional development plan.

The following framework categories can be incorporated in both your department's job descriptions and performance standards:

Personal Development: Expanding your understanding regarding your value, purpose and achieving balance as an MSP.

Career Development: Identifying your goals and building and maintaining an MSP resume, curriculum vitae, bio and performance profile.

Technical/Skills Development: Learning industry-related theory and implementing practical applications of contemporary, industry-proven practices of MSP core competencies, i.e. credentialing, privileging, compliance, performance improvement, operations, information management, etc.

The ***Personal Development*** competency provides focus on three leading principles. Two were addressed over the past several months:

1. Be real about the kind of MSP you are (conduct a self or a consultant-driven assessment about your knowledge, skills and abilities).
2. Know where you are going (build a plan that addresses your strengths and weaknesses).

The third and final principle I am introducing to you as part of the ***Personal Development*** competency program has been written about in thousands of textbooks and addressed by hundreds of leading authorities for decades. It is an essential element and a common thread found in all successful business operations. Because of the depth of documented effectiveness related to this topic, I have incorporated this as a necessary component to achieving success as an effective MSP.

PRINCIPLE #3 – DEVELOP YOUR PERSONAL VISION, MISSION AND VALUE

Leadership in each of your organizations has gone through a management exercise known as strategic planning. Sound familiar? Well, I encourage each of you to embrace the concept and

begin to manage your professional development with this same thinking. Apply the structure of strategic planning to identify your vision, create your mission and define your purpose.

Vision

To begin identifying your vision, ask yourself, "What is my preferred future?"

1. Describe what you want to see in your future (must be complementary and compatible to your beliefs).
2. Be as specific as possible.
3. State your future in positive outcomes.
4. Be open to dramatic modifications to current methods, techniques and new learning that may be needed.

Mission

After you've identified and clarified your beliefs and your future vision about yourself, you can build upon these to create your mission statement.

1. Must draw on your belief statements.
2. Must focus on one common purpose.
3. Must be specific to you and your development.
4. Must be short – no more than one to two sentences.

Purpose/Value

Values are directly relevant to credibility. We, as MSPs must know what we want to do and how we wish to behave. It's easier to make choices about where to invest your time and where you need to concentrate your personal improvement efforts. Defining your purpose will strengthen your self-worth, self-confidence and sense of security.

1. Develop a comprehensive list of all of your possible values.
2. Replace "should" values with your own.
3. Combine like issues and rank them (1, 2, 3) in order of importance.
4. Your ranking will identify your top 5 core values.

Next month starts a new year. Let's begin 2010 with a fresh perspective on our value, renewed responsibility in designing our professional development plan and by taking action to improve and/or redefine us as MSPs. Be sure to look for my "MSP Competency Network™" column in *CACTUS juice* where I will apply, with real MSP client examples, the three principles described in the *Personal Development* competency program presented over the past months. As I stated in my first column to all the CACTUS Software users, this column is about you – the MSP.

On a personal note, as 2009 comes to a close, I extend to each of you and the leadership at CACTUS Software a happy holiday season – I so enjoy this time of year! To all of my MSP colleagues and friends, I thank you for your support and encouragement. I began the year practicing what I speak – by taking a risk in redefining myself. It will soon be one year that I've been actively working as an industry Consultant. You and our industry have made my success possible. By working together we will continue to make a difference to elevate the perception of our profession. I believe in you! I know how hard you work! I know how much you care about patient safety!

*The MSP Competency Network™ is a leading industry initiative that provides to every MSP the opportunity to design and participate in personalized individual, partnership or group education, training and mentorship sessions. These customized sessions, using all available modalities,

are designed exclusively for MSPs desiring or directed to pursue competence in the Medical (Staff) Services Profession. So, what key area(s) of MSP development does your roadmap lead? What is in your toolbox? To get help in customizing your professional development plan, contact me at donna@teammedglobal.com or 618.830.0057.

Until next we speak...SMILE

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