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“MSP COMPETENCY - PERSONAL DEVELOPMENT”

Dear Colleagues,

Your success in the new year (2010) begins with YOU! As I've intentionally done in my introductory and previous articles in 2009, I referenced my strategic approach to MSP success as the MSP Competency Network™. The components of this Network are built around three key competencies: **Personal** (finding your value, purpose and balance as an MSP), **Career** (developing or updating your resume'/curriculum vitae, biographical sketch and MSP profile) and **Skills** (learning about the theory and practical applications of MSP core functions) development. If we, as MSPs, strive to master principles within these competencies, success will definitely follow!

Is it possible for **Personal Development** to be guided by principles? As we have explored this topic over the past few months, we have found that, yes; we can translate our **Personal Development** into positive-guided direction. Moreover, we have begun to realize our own talents and abilities to influence others, creating a renewal of enthusiasm for our achievements as MSPs.

To refresh our position of the three principles involved in the **Personal Development** competency:

1. Assessment: Be real about the kind of MSP you are.
2. Direction: Know where you are going.
3. Action: Develop a personal vision, mission and value.

These two, real-life MSP client examples that follow now reinforce the three principles within the **Personal Development** competency. I hope that you will be as inspired as I after reading how our peers converted these principles into action. (*These examples represent true and honest excerpts from client MSP professional development plans*).

PERSONAL DEVELOPMENT COMPETENCY

Client Example #1:

Principle #1: Assessment:

“Surprisingly, when I reached out to an internal and external critique source, their feedback to me was better than I thought or how I evaluated myself. I learned from this process that I need to take more care in working with members of the Credentials and Evaluation Committee. Because I understand the verification process so well, doesn't mean that members of the committee or the Chairman understand it the same way. The assessment indicated that the members are interested in learning. Overall, my

approach to communicating needs more tact.” ...”I also gleaned from this broad evaluation that my knowledge of Standards is perceived to be very strong.”

Principle #2: Direction:

“From my self-assessment, as well as the outreach assessments, I selected the top two weaknesses I wanted to improve upon. (i.e., Self-assessment: 1. Research and educate the physicians on the theory of a criteria-based clinical privileging program. 2. Use my available technology to add and track my personal commitments on my work calendar. Internal/External Assessment: 1. Practice more patience and compassion when talking to the members of the Credentials and Evaluation Committee. I will also add one committee educational program for members on the importance of conducting verifications. 2. Be sensitive to all contacts when communicating.)”

“I plan to begin working on these improvements in November 2009 with a report back to my outreach contacts in February 2010.”

Principle #3: Action:

“My personal vision: “I will be an effective and balanced MSP by pursuing ongoing industry knowledge and welcoming contemporary practices into my work setting. I will also follow my calendar to promptly attend personal commitments and events.”

Client Example #2:

Principle #1: Assessment:

“Wow, I’m better than I thought I was. Putting this critique on paper really helped me see how diverse I am and how respected by others I am.” I sure need to figure out why I feel so discouraged and inept at times! I actually feel better about myself and what I contribute to my job!”

Principle #2: Direction:

“I know I want to work on self-esteem and confidence builder exercises. I also know that I stink at giving presentations. In January 2010, I commit to going to the library and checking out two books on building confidence. I will also do a Google search to see if there is a local Toastmaster’s organization that I can join to help with my presentation skills. Yes, I will join the club too! If I can’t find any, then I will investigate a local college or seek out a personal coach. My personal development coaches have already asked when I will give them a report about my plan. It’s scheduled for the end of March 2010.”

Principle #3: Action:

“My department mission statement: “Delivering the Standard of Quality in Credentialing, Privileging, Governance and MSO Functions.”

Does either of these examples sound familiar to a situation you are encountering? Do you have a specific challenge where these principles will help position yourself into action? Remember, your **Personal Development** is your responsibility. It all starts with you. I know you can do it!

Next month, I will introduce another MSP competency - Career Development. It will be packed with useful information on how to best package yourself for success!

Until next we speak...SMILE

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 MSP competency area 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.