



WGVN[®]

CONNECTICUT

“ We make a living
by what we get;
we make a life
by what we give. ”

- WINSTON CHURCHILL

MENTORING PROGRAM

ABOUT THE CMGMA MENTORING PROGRAM

For CMGMA, mentoring is an integral part of providing value to members, matching experienced administrators with newer administrators for one-on-one help with everything from career development to working through a new position or project.

Experienced administrators can learn from newer members, as well. Mentoring is a joint venture that will benefit both Mentors and Mentees. All interested CMGMA members are encouraged to be a part of the Mentoring Program.

In addition, all members are strongly encouraged to utilize the online community/List Serve. This is the



best way to get quick, detailed answers to immediate questions. In the online community, you'll likely gain feedback from multiple members with varying perspectives and experience. Members offer valuable guidance and freely share their resources.

MENTORING PROGRAM ELIGIBILITY

Any member of CMGMA in good standing may participate as either a Mentor or a Mentee. You must, however, be willing to commit time to engage in the coaching relationship through phone conversations, email, and/or in-person meetings.

Basic Requirements

To be a Mentee, you must be interested in growing in your career and taking on new projects. To be a Mentor, you must have experience in healthcare management and be eager to share your knowledge with colleagues. All participants must engage in feedback, be open to new perspectives and share ideas that encourage growth.

Simple Process

Applications of Mentors and Mentees are reviewed and matched based on a variety of factors. Please see the attached application for details.

Once the match is confirmed, mentoring partners should connect as soon as possible to establish expectations of the time and direction of the mentoring process.

Use this handbook for defining your roles and preparing for meetings. In general, this is your how-to guide for making the most of your mentoring partnership.

“ *The greatest good you can do for another is not just to share your riches but to reveal to him his own.* ”
- BENJAMIN DISRAELI

REGULAR CHECKPOINTS

To help ensure ongoing value as well as participation, both Mentees and Mentors will be asked to fill out a short survey about their experience in the Mentoring Program.

In addition to regular communication throughout the year, mentoring peers are also encouraged to connect in-person at various CMGMA Programs.

LENGTH OF COMMITMENT

Participation in the CMGMA Mentoring Program is not a lifetime commitment. If you get what you need from it in six months, great! If you and your coaching partner both want to continue working together for several years, great! There's no specific length of time required for a successful mentoring relationship. Hopefully, your mentoring partnership will result in a career friendship.

Ending a Mentoring Relationship

Some mentoring relationships will end when a project is complete or an issue is resolved. Both partners understand and agree on the end of the commitment. Perhaps your interest could be better served with another mentor who specializes in a different facet of Practice Management. Please let the CMGMA office know if your relationship has ended and if you'd like to try another mentoring partnership.

“ *The best way a Mentor can prepare another leader is to expose him or her to other great people.* ”
- JOHN C. MAXWELL

“ *Mentoring is a brain to pick, an ear to listen, and a push in the right direction.* ”

- JOHN CROSBY



JUST FOR MENTEES

Whether your need is career development or project-specific advice, a qualified Mentor can help you avoid stumbling on the unknowns. A Mentor will share both insight and support assisting you in your career.

Tips to Help Mentees Prepare for Meetings

- Think about agenda items that you want to talk about. If things come up that you want to be sure you discuss while you are on the phone or meeting in person, email your Mentor ahead of time. This is helpful for your mentor to be prepared and have the appropriate resources for you.
- Are there things you really want to know about your Mentor? You can ask questions to find out more about their experiences, career path and their individual expertise.
- Be sure to review any email correspondences and notes from the previous sessions.
- Be respectful of your Mentor's time and experience.

Topic Ideas for Mentees

- If you are new to a Practice, you may want to work with your Mentor for a month from beginning to end on specific tasks such as report balancing, walking through the process together. This will help to familiarize you with the Practice, as well as become comfortable with your Mentor/Mentee working relationship.
- Discuss any major items you have going on right now or coming up in the near future.
- Talk through any employee issues you would like to get an opinion on.
- Ask for input on how to prepare for a new law, rule or compliance requirement.



“Every great achievement
is inspired by a great Mentor.”
- LAILA GIFTY AKITA



“A Mentor is someone who allows you to see the hope inside yourself.”

- OPRAH WINFREY

JUST FOR MENTORS

Whether your experience spans days or decades, you have something to share with others. Your insight and support can help another member navigate through the learning curve of a new role or a new project.

Your Role as Mentor

Mentoring is an active partnership between committed persons to foster professional growth and career development. Specific guidelines or responsibilities of the Mentor in the Mentor/Mentee relationship are to:

- Be an active listener.
- Allow the Mentee the time to explain the situation completely before offering advice.
- Be an honest communicator.
- Share experiences as a seasoned professional
- Be objective and independent.
- Guide the Mentee through the inner workings of a practice and to decipher the “unwritten rules” and nuances of a medical practice.
- Generate motivation by encouragement and support.
- Assist the Mentee in setting professional goals and develop skills needed to reach them.
- Expand your Mentee's network of professional contacts/consultants.
- Help your Mentee identify resources required for problem solving.
- Provide support for your Mentee; offer reinforcement in the potential for your Mentee to grow and learn in the current situation.
- Be a network agent; you may want to refer the Mentee to another Mentor who specializes in a specific topic.
- Reinforce the importance and the “know-how” of networking.
- Identify resources to help your Mentee with specific problems.
- Celebrate your successes together.



“The delicate balance of mentoring someone is not creating them in your own image, but giving them the opportunity to create themselves.”

- STEVEN SPIELBERG

Tips to Help Mentors Prepare for Meetings

- Review any email correspondence and notes that you have from the previous session or any emails and calls since the last meeting time.
- You may want to email your Mentee ahead of time to get any topics they would like to discuss so you are prepared.
- Collect any resources that might be useful to the Mentee.

What to Ask as a Mentor

- What major items do you have going on right now or coming up in the near future?
- Do you have any employee issues you would like to discuss?
- Remember, you are not expected to have all the answers. For example, you can suggest another person as a resource or recommend they post on CMGMA's online community/List Serve.

BODY OF KNOWLEDGE

Group practice management is unique, and the profession's nuances make it unlike any other. That's why the Body of Knowledge (BOK) for Medical Practice Management is so essential to success. It serves as a repository of industry knowledge, a guide to practice management, an assessment of competency, and also a learning tool.

A tool developed for practice managers by medical practice managers, the BOK helps professionals design and maintain efficient and effective operations that support the delivery of patient-centered care.

It also serves as the exam blueprint for MGMA members who are pursuing certification and Fellowship through the American College of Medical Practice Executives (ACMPE), the certification and standard-setting entity of MGMA.

The BOK Domains

Financial Management

Learn more about financial management in a medical practice.

Human Resource Management

Learn more about human resource management in a medical practice.

Organizational Governance

Learn more about organizational governance in a medical practice.

Operations Management

Learn more about operations management in a medical practice.

Patient-Centered Care

Learn more about patient-centered care in a medical practice.

Risk and Compliance Management

Learn more about risk and compliance management in a medical practice.

CONTACT INFORMATION

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(860) 243 3977



CMGMA MENTORING APPLICATION

Applicant Name: _____

Name of Practice: _____

Specialty: _____

Contact Information:

Phone: _____ Mobile: _____

Email: _____

Areas of interest and goals to be mentored on:

- ☐ Financial Management
- ☐ Human Resource Management
- ☐ Organizational Governance
- ☐ Operations Management
- ☐ Patient-Centered Care
- ☐ Risk and Compliance Management

Additional topics of interest:

Please attach a copy of your resume and email to:
Donna Rizzio
Mentoring Program Chair
Connecticut Medical Group Management Association
drizzio@htfdorthosurg.com



FOR MENTORS

In order to enhance future programs, we request your feedback. Please complete the questions below and return the survey to Donna Rizzio, Mentoring Program Chair, drizzio@htfdorthosurg.com

[KEY: 1: highly unsatisfied, 2: poor, 3: good, 4: very good, 5: extremely satisfied. Please circle one.]

1. What was your overall satisfaction level with the mentor program?

1 2 3 4 5

2. Would you volunteer to serve as a Mentor again next year or in the future?

No Uncertain Possibly Absolutely

3. Did the mentor training session help you prepare for your mentoring experience?

1 2 3 4 5

4. How clearly defined were your mentor responsibilities?

1 2 3 4 5

5. Was your program coordinator accessible and easy to talk to and seek advice from when necessary?

1 2 3 4 5

6. How would you describe your relationship with your Mentee?

1 2 3 4 5

7. Do you think that the time you spent with your Mentee was sufficient?

1 2 3 4 5

8. Do you think that the time you spent together was helpful for your Mentee?

1 2 3 4 5

9. Did you gain personally from this relationship?

No Yes Somewhat

10. What was most satisfying about the mentor program?

11. What was least satisfying about the mentor program?

12. What would you suggest to improve the mentor program?

13. How often did you meet with your Mentee?

14. Were there limitations of the program? Do you have any constructive feedback on how we can further improve?

FOR MENTEES

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[KEY: 1: highly unsatisfied, 2: poor, 3: good, 4: very good, 5: extremely satisfied. Please circle one.]

1. What was your overall satisfaction level with the mentor program?

1 2 3 4 5

2. Were you satisfied with your personal growth through this program?

1 2 3 4 5

3. Would you want a Mentor next year?

No Not really Probably Yes

4. Were you satisfied with your Mentor?

1 2 3 4 5

5. Would you have liked to have met with your Mentor more often?

1 2 3 4 5

6. Were you satisfied with the things you learned from your Mentor?

1 2 3 4 5

7. Did you feel comfortable talking to your Mentor program coordinator about your experiences, either good or bad?

No Not really Somewhat Yes

8. Were you satisfied with project outcomes from collaboration with your Mentor?

9. What did you not like about the mentor program?

10. What do you think we should change or do differently next year?

11. Would you be interested in becoming a Mentor?

No Not really Somewhat Yes

12. Were there limitations of the program? Do you have any constructive feedback on how we can further improve?



MISSION STATEMENT

The mission of the Connecticut Medical Group Management Association is to enhance the performance of healthcare management professionals to benefit their original organizations through education, certification and advocacy.

VISION STATEMENT

To be *the* trusted resource for Connecticut's healthcare management professionals.