




"We'd Like To Talk To You"
Non-Planned Career Changes

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State Volunteer Mutual Insurance Company



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One Group's History
With
Administrators



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IT WILL NEVER HAPPEN TO ME!

I've been with my group for over 20 years!
I am the group!
I'm in all kinds of buildings and other deals!
I've been there longer than most of the doc's!
Why I'm just like one of the physicians!



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"WE'D LIKE TO TALK TO YOU"

- EVOLUTION OF MANAGEMENT IN MEDICAL GROUP
- WHAT TO DO WHEN YOU LOSE YOUR JOB
- RESUME
- INTERVIEW
- CONTRACT



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THE
EVOLUTION OF MANAGEMENT
IN
MEDICAL GROUPS



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EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS

ENTREPRENEUR



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ENTREPRENEUR

- **STRONG LEADER – CHARISMATIC**
- **PARTNERS – FOLLOWERS & WEAK**



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EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS

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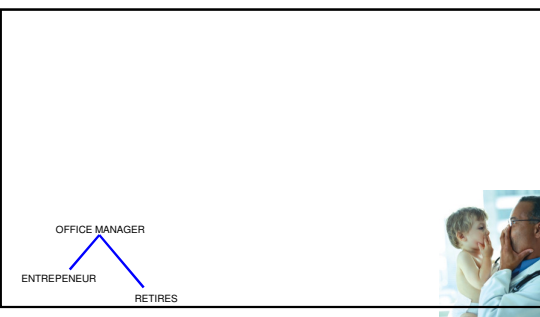

OFFICE MANAGER

- **WIFE**
- **SURROUNDS SELF WITH “GIRLS”**
- **OFFICE MANAGER**
 - **GOFER**
 - **VERY PROTECTIVE**
 - **GIRL FRIEND**



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EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS

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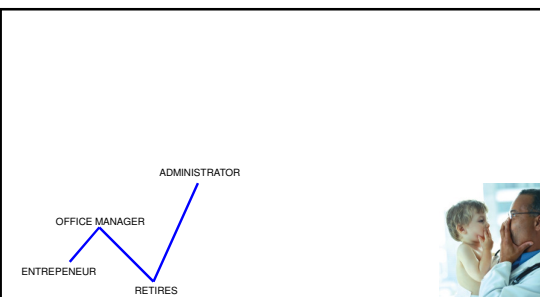

FOUNDER TIRES OR RETIRES

- **PARTNERS DON'T TRUST OFFICE MANAGER**
- **CONSULTANT**
- **NEW MANAGER**
 - **CONSULTANTS MANAGE**
 - **ADMINISTRATOR**



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ADMINISTRATOR

- SOLVES PROBLEMS
- MAKES MONEY
- STATUS GROWS
- GAINS POWER
- FEELS SECURE



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EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS



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NEW YOUNG DOCTORS

- DO NOT APPRECIATE THE HISTORY OF THE ADMINISTRATOR'S POSITION
- DO NOT UNDERSTAND THE ORGANIZATIONAL DYNAMICS
- MONEY VERY IMPORTANT




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ADMINISTRATOR FIRED



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EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS



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ADMINISTRATOR FIRED

- PHYSICIANS
 - YOUNG PHYSICIANS GAIN CONTROL
 - CANNOT FACE THE REAL REASON
 - CUT ALL TIES
 - ARE DOWNRIGHT CRUEL
 - AFRAID
- ADMINISTRATOR
 - SURPRISED
 - DEVASTATED



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EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS

ENTREPRENEUR
OFFICE MANAGER
RETIRES
ADMINISTRATOR
YOUNG DOC'S
ADMINISTRATOR FIRED
MANAGED BY COMMITTEE

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NO PHYSICIAN LEADER

MANAGED BY COMMITTEE

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EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS

ENTREPRENEUR
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ADMINISTRATOR
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ADMINISTRATOR FIRED
MANAGED BY COMMITTEE
NEW ADMINISTRATOR
NEW ADMINISTRATOR
NEW ADMINISTRATOR

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HIRE A NEW ADMINISTRATOR

- WANT HIGH CALIBER PERSON
- CURB POWER
- DOES NOT LAST LONG

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EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS

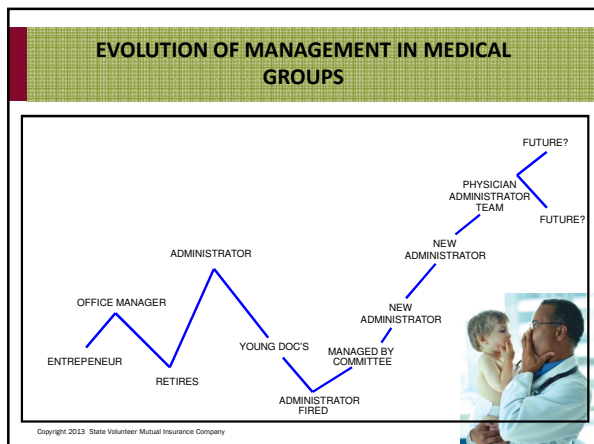
ENTREPRENEUR
OFFICE MANAGER
RETIRES
ADMINISTRATOR
YOUNG DOC'S
ADMINISTRATOR FIRED
MANAGED BY COMMITTEE
NEW ADMINISTRATOR
NEW ADMINISTRATOR
PHYSICIAN ADMINISTRATOR TEAM

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NEW GOVERNANCE STRUCTURE

MEDICAL DIRECTOR / ADMINISTRATOR TEAM

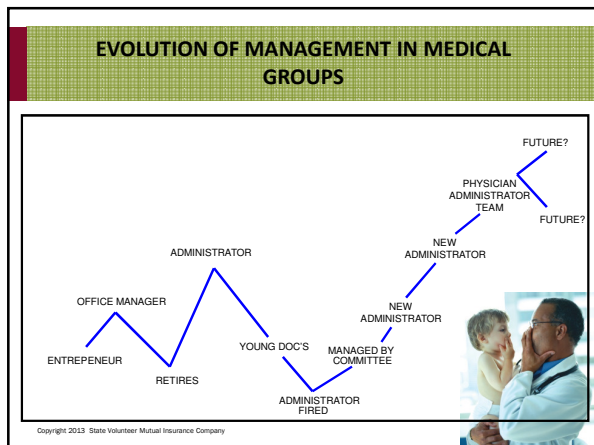
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FUTURE?

HOSPITAL INVOLVEMENT
INVESTOR MANAGED
NON-MEDICAL BOARD MEMBERS
MERGERS
ACQUISITIONS
ANCILLARY VENTURES
DOWNSIZING

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WHAT TO DO WHEN YOU LOSE YOUR JOB

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DEALING WITH OTHERS

FAMILY
FRIENDS
OTHERS

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- ## WORK OUT A FIRM DEPARTURE DEAL
- ATTORNEY
 - ESTABLISH THAT YOU HAVE BEEN FIRED
 - DETAILS
 - SEVERANCE PAY
 - VACATION PAY
 - PENSION
 - MEDICAL BENEFITS
 - ASSISTANCE
 - COPIES OF EVERYTHING
-
- Copyright 2013 State Volunteer Mutual Insurance Company


HOUSEKEEPING

- HEALTH INSURANCE
- TAX SITUATION
- UNEMPLOYMENT INSURANCE
- CHECK YOUR REFERENCES
- DON'T TAKE A VACATION



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FINDING A JOB IS A JOB



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PROJECT ORIENTATION

- GET AN OFFICE
- ORDER STATIONERY
- EXAMINE WHAT HAPPENED
- DON'T DWELL ON THE "EVENT"
- SET GOALS AND DEADLINES



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START WORKING YOUR NETWORK


IT IS TIME TO CALL IN ALL YOUR MARKERS

ASK FOR: LEADS & MEETINGS
LISTEN!



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MAILING & EMAILING RESUMES



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HEADHUNTERS



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MGMA

**State MGMA
Local Chapters
Specialty Organizations**




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Web-Based Services


Craig's List

Tweets & Other Social Media



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CONSULTING




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CREATE A JOB




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**USE AS
A
SABBATICAL**



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**RESUME
Vs
CURRICULUM VITAE**



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RESUME

- NAME & HOW TO CONTACT
- OBJECTIVE
- WORK HISTORY & RESPONSIBILITIES
- EDUCATION
- PROFESSIONAL & CIVIC MEMBERSHIP AND ROLES
- PERSONAL



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INTERVIEW

- FIRST IMPRESSION
 - PRACTICE – VIDEO
 - BE ON TIME
 - DRESS PROFESSIONALLY
 - CONFIDENT, BUT NOT COCKY
- REFRAIN FROM TALKING ABOUT THE WAY DID THINGS IN THE PAST



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MORE INTERVIEW

- HAVE GOOD PROBING QUESTIONS ABOUT THE JOB'S RESPONSIBILITIES AND THE ORGANIZATIONAL STRUCTURE (note – physicians often do not have the job well thought out when they interview)
- BE ABLE TELL WHAT YOU THINK THE JOB OUGHT TO BE
- FOLLOW-UP (physicians often need a gentle push)
- IF YOU DON'T GET THE JOB – ASK FOR HELP



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CONTRACT

WORK OUT THE DETAILS
AND
GET IT ALL IN WRITING



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POINTS TO CONSIDER IN AN ADMINISTRATOR'S CONTRACT

- TERM
- SALARY & BONUSES
- TERMINATION
- BENEFITS



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ASSOCIATE
WITH
PEOPLE
YOU WANT TO BE LIKE



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