One Group’s History With Administrators

“WE’D LIKE TO TALK TO YOU”

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

THE EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS
ENTREPRENEUR

• STRONG LEADER – CHARISMATIC
• PARTNERS – FOLLOWERS & WEAK

OFFICE MANAGER

• WIFE
• SURROUNDS SELF WITH “GIRLS”
• OFFICE MANAGER
  – GOFER
  – VERY PROTECTIVE
  – GIRL FRIEND

FOUNDER
TIRES OR RETIRES

• PARTNERS DON’T TRUST OFFICE MANAGER
• CONSULTANT
• NEW MANAGER
  – CONSULTANTS MANAGE
  – ADMINISTRATOR

EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS
ADMINISTRATOR

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

NEW YOUNG DOCTORS

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

EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS

ADMINISTRATOR FIRED

- PHYSICIANS
  - YOUNG PHYSICIANS GAIN CONTROL
  - CANNOT FACE THE REAL REASON
  - CUT ALL TIES
  - ARE DOWNRIGHT CRUEL
  - AFRAID
- ADMINISTRATOR
  - SURPRISED
  - DEVASTATED
EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS

NO PHYSICIAN LEADER

MANAGED BY COMMITTEE

HIRE A NEW ADMINISTRATOR

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

NEW GOVERNANCE STRUCTURE

MEDICAL DIRECTOR / ADMINISTRATOR TEAM
EVOLUTION OF MANAGEMENT IN MEDICAL GROUPS

- ENTREPRENEUR
- OFFICE MANAGER
- ADMINISTRATOR
- YOUNG DOCS
- RETIRES
- NEW ADMINISTRATOR
-PageRoute
- PHYSICIAN ADMINISTRATOR TEAM
- MANAGED BY COMMITTEE
- ADMINISTRATOR RETIRES
- NEW ADMINISTRATOR

FUTURE?

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

WHAT TO DO
WHEN YOU
LOSE YOUR JOB

- ATTORNEY
- ESTABLISH THAT YOU HAVE BEEN FIRED
- DETAILS
  - SEVERANCE PAY
  - VACATION PAY
  - PENSION
  - MEDICAL BENEFITS
  - ASSISTANCE
  - COPIES OF EVERYTHING

DEALING WITH OTHERS

FAMILY
FRIENDS
OTHERS

WORK OUT A FIRM DEPARTURE DEAL
HOUSEKEEPING

- Health Insurance
- Tax Situation
- Unemployment Insurance
- Check Your References
- Don't Take a Vacation

FINDING A JOB IS A JOB

PROJECT ORIENTATION

- Get an Office
- Order Stationery
- Examine What Happened
- Don't Dwell on the "Event"
- Set Goals and Deadlines

START WORKING YOUR NETWORK

It is Time to Call in All Your Markers

Ask for: Leads & Meetings
Listen!

MAILING & EMAILING RESUMES

HEADHUNTERS
RESUME

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

INTERVIEW

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

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

CONTRACT

WORK OUT THE DETAILS AND GET IT ALL IN WRITING

ASSOCIATE WITH PEOPLE YOU WANT TO BE LIKE

POINTS TO CONSIDER IN AN ADMINISTRATOR’S CONTRACT

• TERM
• SALARY & BONUSES
• TERMINATION
• BENEFITS
“We’d Like To Talk To You”

Non-Planned Career Changes

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