

Mentoring Process

Michael Rohrenbach, DO

Associate Medical Dir.

01/16/2013



Mentoring

- Who Needs to be Mentored?
- Who is Responsible for Assigning a Mentor?
- When to Assign a Mentor?
- How often do Mentors meet with Mentees?
- Topics Covered by Mentors



Who Needs a Mentor

- All new docs need a mentor
- We have hired 81 providers this year
- 1 in 3 of our doctors have been hired in the past 3 years.
- 15 positions on my board that I am hiring for at this minute.



Who assigns the Mentor?

- FMD, with Input from CPM
- OK to Ask Dr. Rohrenbach for suggestions
- Who should not be a mentor
 - New Doctor
 - Disorganized Doctor
 - Non-team Player



Who should be Mentors

- Local doc in same department or satellite
- Efficient, experienced doctor
- Good personality match
- Close geographic location
- Ideally with experience in clinic govern. and leadership
- One who knows our Core Values



When to Assign a Mentor?

- As soon as you hire a physician, or are thinking of hiring a physician.
- Make 100% sure they know who will be their mentor before they go through orientation.
- Have the Mentoring Paperwork available.
- Letter sent to Mentor and Mentee by Kara



Letter to Mentor and Mentee

- Sent by Administration Assistant
- Name of Mentor
- Core Values of TEC
- Schedule for Mentoring
- AA will set up a meeting with Dr. R and the mentor prior to the new provider.



Mentoring Schedule

- Week 0
 - Week 3
 - Month 2
 - Month 3
 - Month 4
 - Month 5
 - Month 6 (Submit Summary to Kara Ihrig)
- | | |
|--------|--------|
| Week 1 | Week 2 |
| Week 4 | |



Week 0

- Clinic tour
- Introduce to colleagues
- Show lab, lunchroom, bathrooms
- Introduce to CPM and FMD.
- Core Values (patients, supportive, value)
- Welcoming Lunch to be coordinated by CPM



Week 1

Scheduling-Discuss advanced access

Pace of the Day

Paperwork questions (EPIC)

Epic/Documentation concerns

What time are you going home?

Core Values



Week 2

- How's it going?
- Interactions with staff/partners?
- Referrals and Specialty Access
- Voicemail?
- Hospitalist Handoffs/Service Agreements
- Staff management, feed back
- Expectations of an Excellent Partner.



Week 3 and 4

- How's it going? How can we help?
- Prescribing, try to Rx generics when possible
- No Drug Reps (Invite Jen or Nate)
- Coding Audit at 30 and 90 days
- Narcotics, K-codes
- Open Access- Recheck Frequency
- Core Values, are you seeing CV @ work?



Month 2

- Social integration
- Core Values-Do you know them?
- Five Star Targeted Metrics(for primary care)
- Have a social gathering with providers and or staff



Month 3

- How's it going?
- Staffing issues? Perception of staff competency? Standard Rooming
- Efficiency concerns, rechecks?
- Boundaries?
- Core Values
- Access and Recheck discussions



Month 4

- Core Values, do you have them memorized?
- Peer Review Process 9 months, 18 months
- Philosophy of continually improving.
- Feedback is good.
- Direct communication is the standard.
- 90 day coding and documentation review.
- Listening well seminar.



Month 5

- How's it going?
- Work-home life Balance?
- What time are you getting home?
- Staff Management/productivity data



Month 6

- Graduation
- How can we do a better job of mentoring?
- Review Up to Date Metrics
- Complete Summary and Return to Kara Ihrig and cc to Dr. Rohrenbach
- Show me the money (fill out the form)

