

PNN *PREFERRED* Network News

DECEMBER 2003

Mentoring

[source: <http://www.humanlinks.com/manres/articles/mentoring.htm>]

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The concept of mentoring is not new; it relates closely to the apprenticeships typical of craft trades. But, mentoring, as viewed today, does not concern formal roles as much as it does relationships. Even though mentoring relationships often flourish in work settings, they can also evolve informally. Friends, neighbors, and relatives can all act as mentors.

Recent years have witnessed extensive research into mentoring, and most people readily agree that mentoring can be an important career-building factor. Mentors can help new managers learn the ropes in increasingly complex organizations. They can provide models for new managers who are not sure how to tackle problems. It also appears that mentors can provide encouragement as critical points in protégés' careers and act as boosters to promote their protégés' long-term interests. By assisting protégés' careers, mentors can build their own power and support bases within their organizations.

Research has established that mentoring is a significant predictor of career success for fast-track career-success people as well as for the less spectacular steady-track form of career success.

For Mentors

Successful mentors assist their protégés in two basic ways: they provide career counseling, and they encourage or promote.

Career counseling represents the most common form of mentoring. Managers provide to protégés active, available counsel and support on career decisions. Protégés rely on their mentors for support during times of stress and uncertainty.

For Protégés

Encouragement and promotion mentoring is the most significant predictor of protégé success. Successful protégés have mentors who encourage them and actively promote them and their skills to others. Their mentors praise their efforts in the presence of fellow workers and upper management, influence their careers in a positive way, support and take a personal interest in efforts to advance their careers, and recognize their potential as effective managers.

Quote: Encouragement and promotion mentoring are the most significant predictors of protégés success.



Quality Assurance: A Dynamic Priority

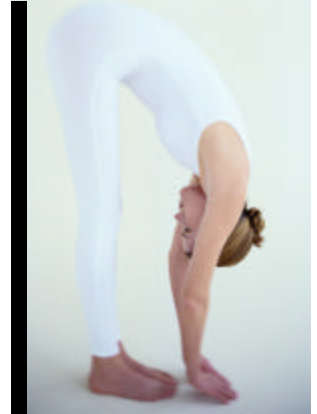
How does Dynamic Learning Online, Inc. decide which courses to add to our library? How do we take the idea from concept to reality? Here is a brief look into the process. Each new course idea is evaluated for timeliness and interest. What are the goals and objectives? Who is the audience? Does it teach professional's pertinent information and valuable skills they can use *now*? Course ideas can be submitted to us from course instructors, or we may seek out an expert to create a course for us relating to a subject area of need. Ideas may come from our own research of current trends and hot topics, or even requests from clients and students.

Once we accept a new course concept, instructors submit their material to undergo an intense review process. It must first pass inspection by our Editor in Chief, Wendy Brennan, MS, OTR, who edits for content, grammar and spelling, and the ability of the material to translate well into an elearning format. Working closely with the instructors, she makes sure the material is thorough and complete, professionally written and easy to understand, and broken down into manageable, organized "chunks" before loading it into the IntraLearn courseware system. Once the course is ready for viewing, content experts are called in to independently review the material for accuracy and clarification. Finally, depending on what CEU organizations we will submit the course to for approval, two more independent reviews may be completed by experienced professionals in the field. All of these steps are completed before the course is opened up for registration. Once a course is a part of our library, all courses are again reviewed at least bi-annually to ensure the content is up to date. If you would like more information about the process or would like to have your material considered for an online course, contact Melissa S. Cohn, President, toll free at 888.338.3247

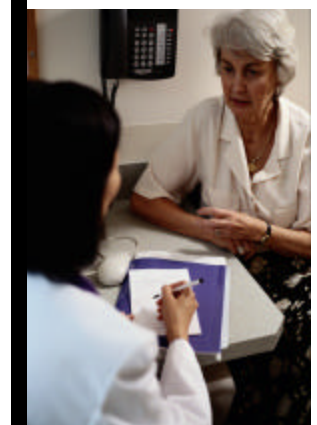
Integrated Health Plan Update

Integrated Health Plan (IHP) recently sent a memo out to all California providers, indicating that they have established a marketing relationship with Network Synergy, Inc. (NSI). NSI serves as a utilization review organization and referral service for PT and OT in the workers' compensation arena and they have made arrangements to access the IHP network of providers; however, their reimbursement and requirements are different than those of IHP. In the past, we had reviewed NSI's information, and determined that their business model was not consistent with our contracting priorities. **PREFERRED has opted NOT to include the Network Synergy business in our Integrated Health Plan contract at this time.**

Although the IHP memo was sent only to California providers at this time, we advise all of our providers to keep an eye open for any communication that you receive directly from a health plan or PPO, especially if you are contracted through **PREFERRED**. As always, please contact Provider Relations at 800.664.5240 before completing any paperwork requested.



"PREFERRED has opted NOT to include the Network Synergy business in our IHP contract at this time."



PREFERRED Employee Profile – Pat

Name: Pat Petersen

Nick-name: Peppermint Patty

Length of employment with Preferred: Two years.

Job Title and responsibilities: Payor Reports Co-

ordinator – Sending out payor reports, entering clinic changes into our database, following up on clinic terminations.

What you like most about your job: **PREFERRED** gives us a chance to learn and grow. There is always

something new to learn. **PREFERRED** also has a great working team.

Favorite Pastimes : Reading and learning new computer stuff!

About your family: I have three children and 13 grand-

2003 Highlights—A Year at a Glance!

As we bid adieu to another year, we look back at some of the memories and challenges here at **PREFERRED**.

In 2003, **PREFERRED** secured and/or renegotiated 10 payor contracts, 7 national agreements and 3 local to certain areas of our network. Among these contracts are agreements with First Health/CCN, BCE Emergis, PHCS, and Three Rivers Provider Network. The contracts staff at **PREFERRED** is dedicated to encouraging further momentum in the New Year!

In May, **PREFERRED**s Tactical Conference 11 turned out great. During this two day event, we rolled out two exclusive network benefits, “My **PREFERRED** Web Site,” whereby **PREFERRED** designs and hosts a member’s Web site for a nominal fee and a new online learning opportunity through a **PREFERRED** vendor, Dynamic Learning Online.

In August, **PREFERRED** further demonstrated its dedication to quality credentialing and high network standards by mandating Primary Source Verification through our CVO, VerifPoint. Thanks to all who helped us make this transition as smooth as possible!

Thus far, **PREFERRED** has welcomed another 166 clinics into the network, making 2003 a very successful year. With these new additions and the additions for this month (December), our network total may very well exceed 900 members.

We can’t wait to see what challenges, opportunities, and adventures the New Year will bring!

Best Wishes to Our Network Members



Best wishes for a happy and safe New Year. We are very proud to represent you and proud of the wonderful services you provide.

From your team at Preferred Therapy Providers: Jaxene, Christy, Tiffany, Vicki, Paul, Sandy, Pat, Paula, Sue, Maritza, Nicole, Jodi, Hazel, and Jill.

PREFERRED Tidbits...

Trends by Jaxene Hillebert

You’ve heard about them, you know they are available, but what is the present and the future of **Consumer Driven Health Plans?**

Healthcare costs keep rising for both the employer and the employee, whose out-of-pocket costs present hardships and frustration in an economy still waiting for “re-bound”. Future premiums, deductibles, and co-payments will continue to inflate making the Consumer Driven Health Plans even more attractive as an item on the employee menu of options.

Certainly this option would provide incentives for the consumer to control spiraling costs by not utilizing the “non-essential” medical services. In an under-educated consumer environment, services would be shifted from the sick to the healthy leading to even higher costs overall.

Nevertheless, today’s political surroundings seem to favor this type of plan and we are likely to hear much more about the pro’s and the con’s as election time draws near.

PREFERRED Therapy Providers Announces 12th Annual Tactical Conference

PREFERRED announced that it will hold its annual Tactical Conference (TC 12) on May 14th and 15th, 2004 in Scottsdale, Arizona. The theme for the conference is "Marketing from the Inside Out: Winning Strategies with Employees". The conference will address marketing, business management, and human resource issues for private practice rehabilitation professionals.

"TC 12 brings together a dynamic mix of healthcare professionals, including network members, payor representatives, nurse case managers and practice administrators. Our conference format invites and identifies solutions and best practices, insight into each others' professional environment, as well as opportunities to network with peers," states Jaxene Hillebert, President of **PREFERRED**. "We are very pleased to present this important and informative program to our network membership and other interested parties for the 12th consecutive year."

For complete conference information and registration details, contact **PREFERRED** Therapy Providers, Inc. at (800) 664-5240 or visit the company's Web site at www.preferredtherapy.com.

PREFERRED Vendor Profile – Magical Marketing

Whether you are looking for a specific item or just browsing for ideas, Magical Marketing is your one-stop shopping source for promotional tools and ideas. From fun items to the traditional, you can easily find some of the hottest items on the market.

Quickly and easily search their vast database of products for items to improve traffic at trade shows, motivate staff, thank a customer, and increase safety awareness.

For more information call Magical marketing at 877-307-7136 or visit their web site at www.magicalmktg.com.



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Provider Newsletter Disclaimer

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