

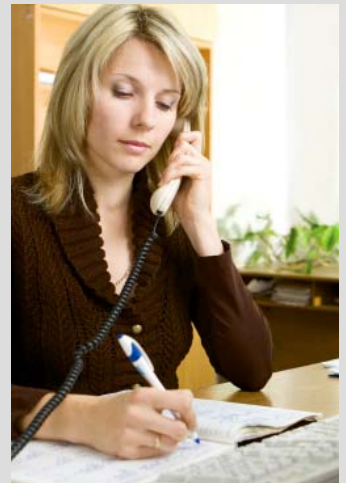


# Ten Weeks to Operational Excellence: Occupational Health Coaching and Mentoring Program

**Successful occupational health program management** requires professionals to consistently apply certain standards while avoiding the operational landmines that can hinder a program's performance.

RYAN Associates' **coaching and mentoring program** is a unique opportunity for occupational health program directors, medical directors, and other management staff to receive weekly guidance and peer support through participation in a series of one-hour conference calls facilitated by **Donna Lee Gardner**, Senior Principal, RYAN Associates.

The ten-week program will provide you with solutions to manage operational challenges in your own setting. The take-away: best practices as determined by participants to ensure operational excellence related to each weekly topic.



The first series begins **June** 2010. Class size will be strictly limited to ten registrants on a first-come, first-served basis. Prospective participants who are competitors in the same market will be placed in different groups to ensure optimal candor. The day and time for the weekly conference call will be determined by group consensus once the class is full.

Each topic will feature a homework assignment, due at least 48 hours prior to the weekly conference call. During each session Ms. Gardner will provide feedback on the homework assignments, provide insights on the topic, and facilitate group discussion.



Donna Lee Gardner, R.N., B.S.N., M.S., is a seasoned professional specializing in program model development; standards, policies and procedures; staffing productivity indicators; operational and financial analyses; and quality assurance standards. A former occupational health program director, Ms. Gardner is a noted public speaker and the author of numerous operations manuals and benchmarking materials.

# Coaching and Mentoring Program

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## Ten-Week Course Agenda

- Topic:** Clarifying Program Director & Medical Director Roles  
**Homework:** Three ways to optimize the Program Director-Medical Director interface
- Topic:** Developing/Introducing New Product Lines  
**Homework:** Explain how you would conduct a client needs assessment
- Topic:** Defining, Selling, and Getting Paid for Care Management  
**Homework:** Based on a job description, two ways you would sell this service to clients
- Topic:** Maximizing Staff Productivity  
**Homework:** Three approaches to staff reductions when volumes are down
- Topic:** Ensuring Ongoing Staff Competencies  
**Homework:** Produce a quarterly staff development plan for clerical & clinical positions
- Topic:** Communication Methods to Satisfy Client Information Needs  
**Homework:** Three standards each for reporting patient status, treatment outcomes, and complaint resolution
- Topic:** Streamlining Patient Transitions Among Specialists/Departments  
**Homework:** Identify three methods used to manage patient referrals
- Topic:** Complying with Documentation and Coding Standards  
**Homework:** Compare current coding practices to standard practices to identify variances
- Topic:** Measuring Treatment Outcomes: Benchmarking & Quality Monitors  
**Homework:** Provide metrics used to measure low back injury treatment outcomes
- Topic:** Participant Challenges Not Covered in the First Nine Sessions  
**Homework:** The most significant challenge(s) your program faces

## Registration

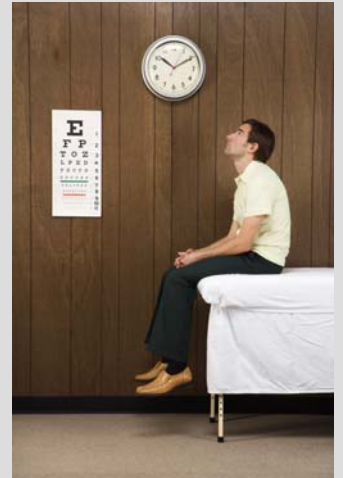
\$595 for NAOHP members  
\$695 for non-members

Register online or  
download form at:

[www.naohp.com](http://www.naohp.com)

Or

Call 800-666-7926, x 13  
to request an invoice



## Frequently Asked Questions

### Q: Why cap the group at ten?

A: We believe ten is a dynamic size for group interaction while still allowing for highly personalized, customized attention.

### Q: How can I convince my superior to support my registration?

A: Occupational health is a service niche that requires specialized operational knowledge. RYAN Associates, the National Association of Occupational Health Professionals, and program facilitator Donna Lee Gardner have proven track records in program development and professional education. Unlike other health-related professions, opportunities for networking with colleagues in occupational health management are limited. There is real value in developing supportive peer and mentoring relationships in non-competitive situations.

### Q: What if I miss a session?

A: Each session will be recorded and archived so you can access it later. However, when you skip a live session, you will miss out on the interactive and mentoring aspects of the call.

### Q: What if my competitor also registers?

A: Prospective participants who are competitors in the same market will be placed in different groups to ensure optimal candor.