

JAWS Society

A NATIONAL SOCIETY OF ORAL & MAXILLOFACIAL ADMINISTRATORS

JOINING ADMINISTRATORS WITH SUPPORT

SUMMER 2011

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Member Newsletter

JAWS Members Stay Connected	<u>Pg. 2</u>
Tips for Employers with Retirement	<u>Pg. 3</u>
From JAWS Headquarters	<u>Pg. 4</u>

A Message from the President

Thanks to everyone who helped make the 2011 Annual JAWS Society Meeting in Scottsdale, AZ a huge success. We surpassed our expectations for attendees and as a result, many new professional friendships were formed. We hope to continue the momentum of information sharing and support throughout the year until we meet again at the AAOMS Meeting in Philadelphia this September or at our 2012 Annual Meeting.

This newsletter is a reminder of the value of sharing information and reaching out to one another for solving problems. If you have a topic that you would like to see addressed in this publication, please let Danny Ketola, Chairman of the Newsletter Committee, know about it.

We also encourage you to check for information on the website, www.jawssociety.org. Keith Miller is currently working on developing an interactive forum other than email to allow us to distribute information. Stay tuned for an update.

The meeting in Arizona also generated interest in starting various User Groups organized by practice management or digital radiography system. The Board hopes to support the development of these groups which can be so critical to our success as Practice Managers/Administrators.

In Oral and Maxillofacial Surgery, we are moving right along in our busy Summer Season. I hope each of you has a well-deserved vacation planned sometime during the summer. Be on the lookout for more updates throughout the summer.

Best Regards,

Monique Corcoran, FACMPE

JAWS Members Stay Connected

Did you know?

AAOMS has created a new membership category called Allied Staff Member

Allied Staff members shall be staff of current U.S. AAOMS fellows, members and candidates. The allied staff member must complete an application for membership. Allied staff members must pay a one-time application fee, and following election, annual membership dues. Upon receipt of the completed application and fee, allied staff members will be automatically admitted to membership. Allied staff members who leave the employment of their sponsoring member must provide updated employment information to the AAOMS. Should an allied staff member drop his/her AAOMS membership, they will be required to submit an application and sponsorship information in order to reinstate their membership. Allied staff members shall not have the right to vote or hold office.

Benefits of Allied Staff membership:

- Discounted registration fee for AAOMS educational offerings, including the annual meeting, Dental Implant Conference and practice management and coding educational programs
- Participation in the AAOMS Career Line
- Access to *AAOMS Today*, ASI newsletters, *OMS Staff Communique*, and other electronic communications via e-mail

Application Fee: \$40

Annual Fee: \$55 (initial application fee covers the calendar year following application)

Tips for Employers with Retirement Plans

Several times throughout the year I receive a call from a company wanting to do an “analysis” of our retirement plan. They usually throw in “this will help you with your fiduciary responsibility. You do know what that is...don’t you”? While many of us know what a fiduciary is; many aren’t sure of all the responsibilities that go along with it. Here’s some information from the Department of Labor website. Visit the site for more detailed information.

Understanding fiduciary responsibilities is important for the security of a retirement plan and compliance with the law. The following tips may be a helpful starting point:

- Have you identified your plan fiduciaries, and are they clear about the extent of their fiduciary responsibilities?
- If participants make their own investment decisions, have you provided sufficient information for them to exercise control in making those decisions?

- Are you aware of the schedule to deposit participants' contributions in the plan, and have you made sure it complies with the law?
- If you are hiring third-party service providers, have you looked at a number of providers, given each potential provider the same information, and considered whether the fees are reasonable for the services provided?
- Have you documented the hiring process?
- Are you prepared to monitor your plan's service providers?
- Have you identified parties in interest to the plan and taken steps to monitor transactions with them?
- Are you aware of the major exemptions under ERISA that permit transactions with parties-in-interest, especially those key for plan operations (such as hiring service providers and making plan loans to participants)?
- Have you reviewed your plan document in light of current plan operations and made necessary updates? After amending the plan, have you provided participants with an updated SPD or SMM?
- Do those individuals handling plan funds or other plan property have a fidelity bond?

Resources

The U.S. Department of Labor's Employee Benefits Security Administration (EBSA) offers more information on its Web site and through its publications. The following are available by contacting EBSA at 1.866.444.3272 or on the EBSA [Web site](#)

From JAWS Headquarters

Imagine my surprise when we started having team "issues". All kidding aside it seems like teams that have a wonderful relationship suddenly and without warning become dysfunctional. Sometimes it's a new team member stirring things up; sometimes it's a seasoned team member feeling unappreciated; sometimes it's stressful work situation. No matter the cause it is our responsibility to bring the team back into accord.

As I was thinking about how to approach the sudden emerging team dysfunction in our practice, I realized that we had a vision, a mission, goals and objectives but that we had never come together as a group to talk about what values guided us in our day to day behavior. Values are the embodiment of what an organization stands for, and should be the basis for the behavior of its members.

So the first step was to bring the entire team together (including doctors) to identify our values. Without having aired their opinions in the course of passionate and open debate, team members rarely commit to decisions. Everyone needed to be heard or there would be no commitment to the value statement. Commitment requires clarity and buy-in. Without committing to a clear plan of action, even the most driven people hesitate to call their peers on actions and behaviors that seem counterproductive to the good of the team. It is important to note that "buy-in" does not require consensus. People who are part of great teams learn to disagree with one another and still commit to a decision.

After several hours of what turned out to be a very fun activity, we came up with thirteen values and standards for our team. They are:

1. Provide the best possible care and consideration to our patients
2. Appreciate and acknowledge co-worker's contributions

3. Commit to productive use of our time to get the job done
4. Be flexible and willing to help where needed, when necessary
5. Be willing to adapt to change
6. Provide common courtesy and respect
7. Have a cooperative and supportive attitude
8. Be willing to accept constructive criticism
9. Take responsibility for your actions
10. Practice good personal hygiene and a professional demeanor
11. Be an honest and integrous employee and team member
12. Be assertive in communication with co-workers
13. Have compassion

Granted there are values I have that do not appear on this list as well as values I would have omitted. But the important thing is they reflect the team's belief system. Fortunately for me the team process resulted in many shared values and the hard decisions about how to deal with staff who could not commit to the statement were avoided.

So we proudly had posters made which hang in our staff rooms and developed an agreement for each staff member to sign. The agreement is also signed each year as part of their performance evaluation meeting and by new employees when they join the team.

The agreement says, "Below is a list of behaviors the team members of Bay Oral and Maxillofacial Surgery developed and agreed to as the most important shared values and standards to our team". The signature line says, "I am committed to adhere to the above values and standards".

Has this process made us a totally functional team? No but, when it comes to teamwork, I define accountability as the willingness of team members to remind one another when they are not living up to the performance standards of the group and this exercise and these documents help them to do that.

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