



# The PAHCOM Journal

Specializing in Physician Practice Management Since 1988

Volume 25, Number 1  
January/February 2012

Professional Association of Health Care Office Management

## The Medical Manager of the Year Award...

*what it means and how to get there!*

by Steve Johanns, CMM

*Introduction by 2010 Medical Manager of the Year, Jill Venskytis, CMM*

**E**veryone has a journey... On October 19, 2011 the journey of Stephen Johanns, CMM brought him to center stage of the PAHCOM Annual Award Banquet where he received the prestigious PAHCOM Medical Manager of the Year (MMOTY) award! How in the world did Steve get there?

Stephen is the Administrator for Infections Disease Specialists. He is a member of the PAHCOM Pikes Peak Chapter in Colorado Springs, Colorado. Steve has been an Office Manager/Administrator for 18 years and a PAHCOM member for 10 years. He has a vicarious appetite for continuing education, is involved in many educational panels and committees, and works very hard to create a positive work environment for the staff of his practice. From the earliest work experiences in his healthcare career Steve focused on efficiencies in workflow and managing growth.

He ensured that a quality improvement program was included with his newly created full service infusion suite. His practice has participated in several pilot programs with a Colorado Springs Hospital along with pilot programs for Colorado Springs Medical Society and Health Teamworks. Steve takes care to ensure an environment where patients (and staff) feel comfortable and well cared for.



Like other great managers, Stephen influences and shares his talent beyond the walls of his current practice. Included is his involvement with the Infection Disease Society, Colorado Medical Society, medical advisory boards, educational professional panels and medical committees. Not to mention volunteerism at soup kitchens, teddy bear drives, Boy Scouts of America, SCAP kids and more. Stephen also does Medical Practice Consulting. One of his clients (Phyllis Clark, MD) states: "he is very astute with detail and I mean this in the most complimentary of terms. He follows things through to the tenth degree and that is the norm for him."

In true PAHCOM fashion, Stephen continues to educate himself on the latest practices, and gives back to his fellow managers with sharing of ideas and continuous networking. Stephen's involvement with PAHCOM mirrors his

involvement with his practice, fellow managers, and community; it is a total dedication. Stephen has shared with us how PAHCOM has positively shaped the medical manager he has become today. As you read his story I ask that you evaluate your own journey thus far and where you hope your path will lead you? Do you feel self-reward in your profession and efforts outside of your practice? Have you gotten the most out of your PAHCOM membership? Are you the next MMOTY?

As we begin a fresh new year, remember that as a PAHCOM manager your actions inspire others and afford you many opportunities to make a positive impact. I hope this glimpse of Stephen Johanns, CMM sprouts enthusiasm and motivation for you to go above and beyond. May your journey through 2012 exceed your expectations! Read Steve's words

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yourself as he tries to relate how he got to center stage on October 19, 2012. It is clear that Steve is trying to show you the way to professional excellence, respect, and pride.

In the words of Stephen Johanns, CMM

**T**o be named the PAHCOM 2011 Medical Manager of the Year is both an honor and a humbling experience at the same time. An honor because of the respect I hold for the organization and the standard of excellence it represents. Humbling because of the outstanding medical managers in its ranks and the esteem with which I hold each and every one of them.

Similar to a lot of other medical managers, I started as a rank and file employee in a medical clinic, and through hard work and dedication, rose within the ranks to a supervisory role and ultimately to the clinic manager. Paramount to that success was getting involved not only in the daily events of my practice, but also in my community and in my profession. Ten years ago when Janet Burch, CMM was evaluating the interest in our community in starting a PAHCOM chapter, I asked her why I should belong to yet another organization since I already belonged to our county medical society and to Colorado MGMA. She responded by stating, "Because you can make this organization anything you want it to be". That astute response truly resonated with me and I was hooked. Little did I know what a turning point in my career the decision ten years ago to join PAHCOM would ultimately make.

I can unequivocally say that my involvement in PAHCOM has positively shaped the medical manager I have become today and ultimately my professional success. PAHCOM has supplemented the real-world, hands-on experience and training my formal education only spoke of. That practical experience, that sharing of knowledge, is what continues to sculpt me and



Steve is shown here with fellow PAHCOM Chapter Officers in 2010

each of us today. PAHCOM's plethora of information is disseminated not only through the Annual Conference, but also through the ListServ, Member Library, webinars, and local chapter meetings. The opportunities that PAHCOM offers to learn and engage in our professional development is endless. Our profession requires us to balance the needs of our three major stakeholders: our patients, our staff, and our physicians. Successfully negotiating those often divergent needs into a sense of cohesiveness is truly a balancing act for us all. Thankfully, we have PAHCOM to act as our balancing pole to provide us the poise and equilibrium essential to effectively implement the tools necessary for a successful trivalent practice.

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In addition to providing us with a multitude of pertinent information, PAHCOM also offers us an opportunity to honor our profession by giving back to our own medical manager community. No matter how small our contribution may seem, it can have a big impact to those on the receiving end. As we find great satisfaction in

servicing the needs of our stakeholders, so can we also find great satisfaction in supporting and being of service to each other.

I encourage each of you to give back and contribute to our organization, our profession, by getting involved in PAHCOM on a local and/or national level. Personal involvement can be made via any of the means mentioned above and in any capacity in which you feel your interest lies. The honor is ours when we are able to impart the benefit of any successes we have each been afforded. It has been said that success is when you add value to yourself and significance is when you add value to someone else. What a privilege it is to have an organization like PAHCOM that facilitates our ability to add significance to our professional lives.

In today's highly regulated, dynamic health care environment, it becomes increasingly important to align ourselves with a professional organization dedicated to our success. For me, that organization is PAHCOM and I am proud to be a member of such a fine association of dedicated medical managers and hope that I have given back a modicum of what PAHCOM has given to me. Thank you again for such an incredible honor. ■



Stephen H. Johanns, CMM  
2011 Medical Manager  
of the Year

PAHCOM Member  
Since 2001