

Title- It's a Hand Extended Back

Mentorship isn't about power—it's about purpose. It's how we build the next generation—without burning out the current one.

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Session Objectives

Why Mentorship IS Leadership

- Understanding mentorship as legacy-building

What Mentorship Is—and Is Not

- Defining boundaries and expectations

The Explain-Audit-Educate Loop

- Mastering the mentorship cycle

Becoming a Mentor

- Building your leadership through guidance

Being a Great Mentee

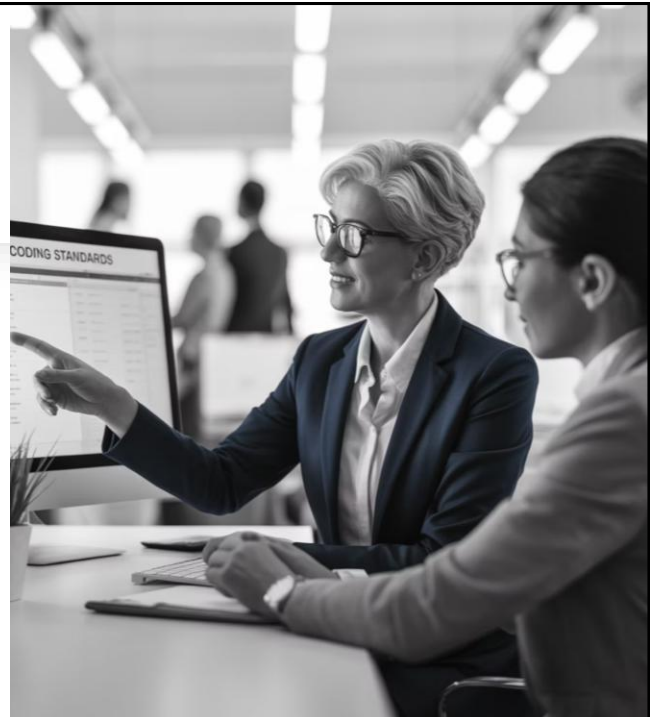
- Maximizing the mentorship relationship



...your
path was
made
easier by
someone
else,
make
someone
else's
path
easier
too."

Mentorship IS Leadership

- Mentorship is not just teaching—it's creating a legacy in your profession and building the next generation of coding leaders.
- True leadership isn't weakened by empowering others; it's strengthened by lifting them up.



Your Mentorship Story

Who mentored you?

Think about someone who significantly influenced your career in medical coding or auditing

How did they guide you?

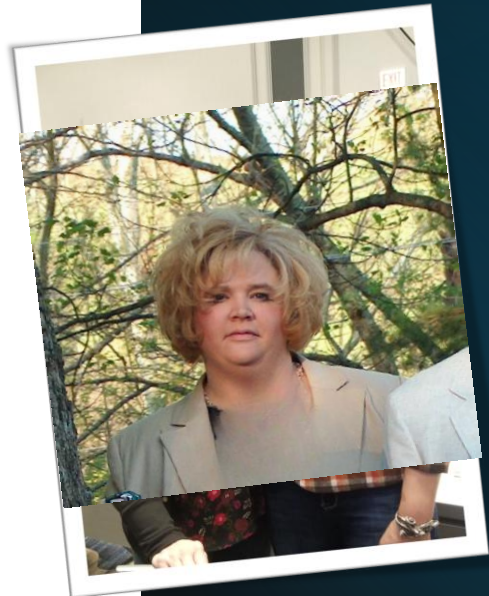
What specific actions, advice, or opportunities did they provide?

What lasting impact did they have?

How has their mentorship shaped your approach to your work today?

My Mentor Story

- Teresa Powers
 - Director of Coding & Reimbursement at DoctorsManagement
 - Age Gap: ~10 years
 - Direct Report
 - Successful in every definition that I knew at that time
 - Professional
 - Knew things I didn't
 - Married a doctor
 - Wealthy
 - Let's face it- Skinny...



What Made Teresa a Great Mentor

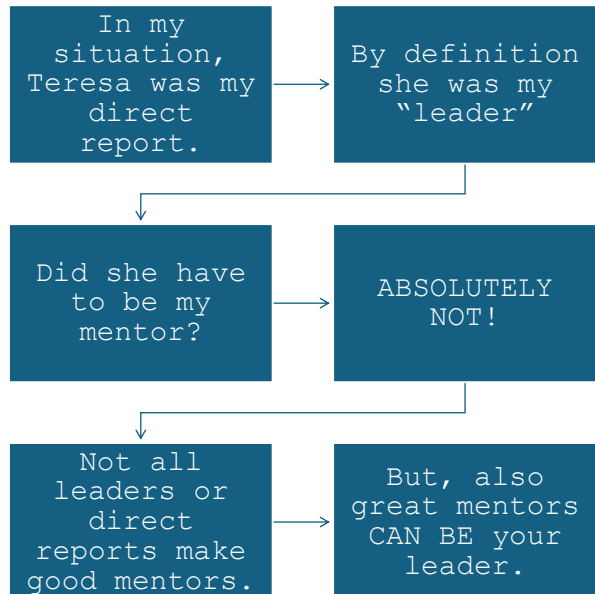
She didn't coddle me!

She forced me to learn things on my own and get out of my comfort zone.

She did lead by example.

Probably one of the best things- If you asked her today, she would probably be dumbfounded that I say she was a great mentor to me.

Supervisor & Mentor



My Story #2

- Guided Growth
- Meet with a "mentor" or "coach"
- Discuss current objectives to reach a 1, 5, 10-year set of goals
- My mentor/coach:
 - Younger than me- but that's ok. Elvis has experiences outside of mine.
 - Holds a higher rank than me within the corporate structure of DM
- Can I gain from this interaction?



Why Elvis Became Toxic For Me

Did not display active listening

Tried to solve every issue for me- his way

My one-on-one's turned into his agenda- his meeting

He began to use the sessions to push his own agenda

Key Skills Needed



Problem Solver

Humble

Coaching Mindset

Active Listener

Reliable

Approachable

Confidence

A great mentor isn't the person with the fanciest title—they're the one who's willing to pause, listen, and light someone else's path.

Clear & Concise

Patient

Invested

Ineffective Skills



Talks more than listens

Dismissive

Outdated Knowledge Gatekeeping

Lacks Follow Through

Un-Approachable

Ego-Driven

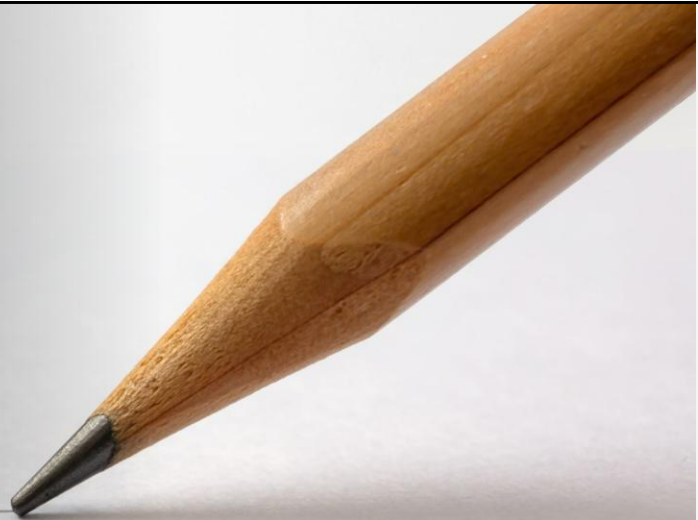
Not everyone who's experienced is a good mentor. It takes emotional maturity, generosity, and the humility to guide—not control—someone's growth

Inconsistency

Try to fix instead of Empower

Grab a Pen & A Scratch Paper

Let's assess your
readiness...



Are YOU Mentor Material?



Have you been in
this profession more
than 3 years?



Do colleagues
regularly ask you
questions?



Do you know how to
look up a policy or
guideline without
panicking?



Have you ever
reviewed someone
else's work and
caught an error?



Do you sometimes
wish you had a
better mentor when
you were starting
out?



Have you had to
explain coding,
auditing, or
compliance to a non-
coder before?



Do you enjoy sharing
what you've learned
(even if just in
passing)?



Have you made a
mistake and learned
something valuable
from it?

It is Very Important to Note



You CAN be a leader
and NOT a mentor



You CAN be a mentor
and NOT have a leader
job title

Reframing Leadersh

- Traditional View of Leadership
 - Leadership is about authority
 - Knowledge gives power
 - Advancement is individual

What Mentorship Is



Guide, NOT Guru

You don't need all the answers—you just need to help mentees find their way



Teaching to Fish

Focus on building independence and critical thinking, not dependency



Building Bridges

Connect mentees with resources, opportunities, and networks they wouldn't access alone

Busting Mentorship Myths

MYTH:
"Mentors
have all the
answers"

REALITY: Great mentors often say "I don't know, but let's figure it out together."

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REALITY: Great mentors often say "I don't know, but let's figure it out together."

MYTH:
"Mentorship
is time-
consuming"

REALITY: Even 15-minute check-ins can have profound impacts on a mentee's development

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The Real Benefits of Mentorship

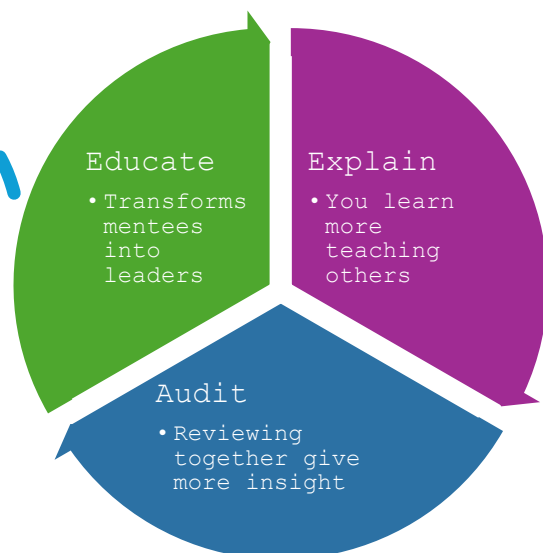
For Mentees

- Accelerated skill development
- Expanded professional network
- Increased confidence in abilities

For Mentors

- Reinforcement of own knowledge
- Development of leadership skills
- Legacy in the profession

The Explain-Audit-Educate Loop



The Explain Phase

Why explaining deepens your expertise:

- Forces you to organize your knowledge
- Reveals gaps in your understanding
- Challenges you to simplify complex concepts
- Creates "teaching moments" that clarify both code and context



The Audit Phase

Co-reviewing builds stronger skills:

- Spot patterns and errors you might miss alone
- Create a safe space for questions
- Model thought processes behind decisions
- Develop confidence through validation



The Educate Phase

**From
Technical to
Transformational**

Move beyond rules to understanding the "why" behind coding guidelines

**From
Individual to
Collective**

Foster a culture where knowledge is shared, not hoarded

**From Mentee
to Leader**

Develop skills that transcend technical expertise into management and leadership



Is Your Mentorship Dying?

Worried that a mentorship isn't working anymore?
Mark true or false next to each of the following:

TRUE FALSE

- | | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | Meetings are planned further and further apart. |
| <input type="checkbox"/> | <input type="checkbox"/> | The mentee and/or mentor regularly cancels meetings. |
| <input type="checkbox"/> | <input type="checkbox"/> | The mentee and/or mentor gossips about one another with co-workers. |
| <input type="checkbox"/> | <input type="checkbox"/> | The mentor tries too hard or focuses too much on his/her career, not on the mentee's development. |
| <input type="checkbox"/> | <input type="checkbox"/> | The mentor feels obligated, not willing, to participate. |
| <input type="checkbox"/> | <input type="checkbox"/> | The mentor and/or mentee doesn't feel like he/she is getting anything out of the relationship. |
| <input type="checkbox"/> | <input type="checkbox"/> | The mentee's goals no longer fit what the mentor has to offer. |

If you answered more statements with "true," it might be time to re-evaluate a mentorship relationship.

Mentorship Recovery Story

- I once overwhelmed a new auditor with too much information too quickly, causing her to doubt her abilities.
- When I noticed her confidence dropping, we reset our approach.
- We started with small wins, focused on one concept at a time, and

🕒 **Key Lesson:** Mentorship isn't perfect. The willingness to adjust your approach based on feedback is what makes you an effective mentor.

• SIX MONTHS later, she was teaching others.

Who Can Be a Mentor?

YOU CAN.

You don't need decades of experience—you just need to be one step ahead in at least one area.

The Only Requirements for Mentorship

1

Willingness to Share

An open approach to your knowledge and experiences

2

Active Listening

The ability to truly understand what your mentee needs

3

Growth Mindset

Recognition that you will learn and grow through the process too

4

Commitment to Follow Through

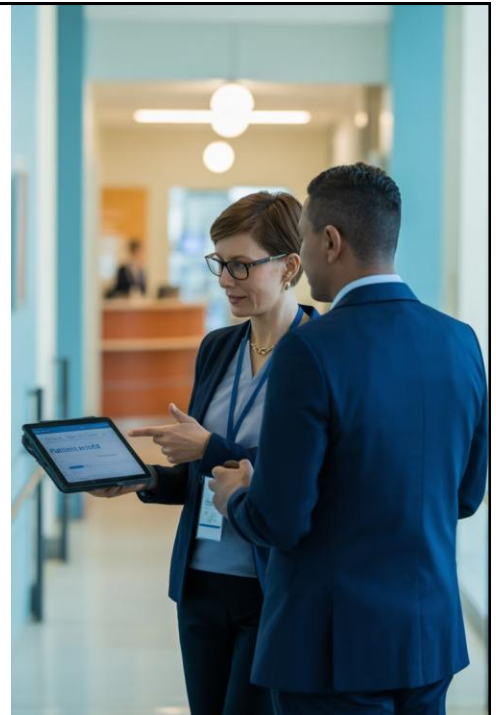
Consistency and reliability in your mentorship relationships

Small Moments, Big Impact

Micro-mentoring: The 10-Minute Mentor

Not all mentorship requires formal programs or hours of time. Some of the most impactful mentoring happens in brief, focused interactions:

- Hallway consultations on specific coding questions
- Quick feedback on a challenging case
- Sharing a relevant article or resource
- Brief check-ins on career goals



Structure for Effective Micro-Mentoring

Check-in (2 min)

"How are things going with that new cardiology practice?"

Focused Question (5 min)

"What specific challenge are you facing right now?"

Resource or Direction (3 min)

"Here's one approach that worked for me..." or "Check out this specific guideline..."

Who Could You Mentor Today?

New Coders

Fresh CPC-A or students new to medical coding who need foundational guidance

Technology Adapters

Individuals struggling with new software or electronic health record systems

Specialty Transitioners

Experienced billers/coders moving into a new specialty area who need specific knowledge

Certification Seekers

Team members working toward professional certifications who need study support and accountability



The PREP Framework for Mentees



Prepare

Do your homework before meetings; have specific questions ready



Respect

Value your mentor's time and follow through on commitments



Engage

Actively participate; mentorship is a dialogue, not a lecture



Progress

Apply what you learn and share your successes and challenges

The Recipe for Good Outcomes

To make the interactions effective—
set the relationship up
for success

Setting Boundaries in Mentorship

Time Limits

Clearly define when and how often you're available for mentorship

Scope of Support

Be explicit about what areas you can and cannot provide guidance in

Communication Channels

Establish preferred methods of contact (email, scheduled meetings, etc.)

Expectations Management

Clarify what you expect from mentees and what they can expect from you

Put it in Writing

There's something about putting expectations in written format that enhances outcomes.



Make it an informal-formal type of document

Meaning it doesn't need terms and conditions.

But, it does need signatures at expectations.

Sample Mentorship Agreement

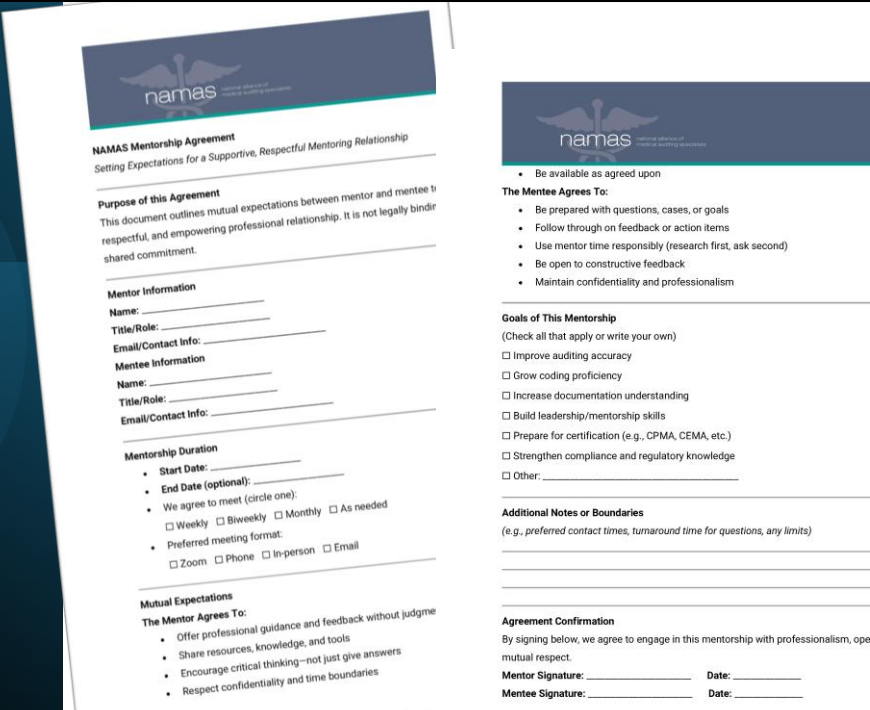
Mentor Commits To:

- Meet biweekly for 30 minutes
- Provide honest, constructive feedback
- Share relevant resources
- Maintain confidentiality

Mentee Commits To:

- Come prepared with specific questions
- Apply feedback to improve work
- Respect time boundaries
- Be open to guidance

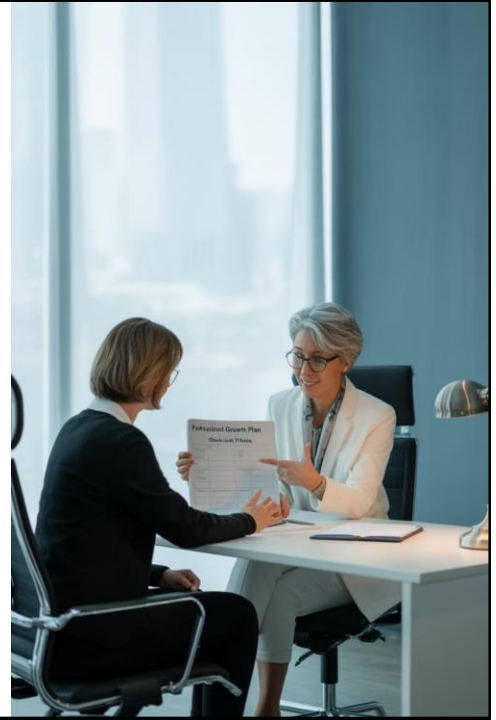
Sample Mentorship Agreement



The image shows a sample mentorship agreement form from NAMAS (National Association of Medical Auditing Specialists). The form is titled 'NAMAS Mentorship Agreement' and includes sections for 'Purpose of this Agreement', 'Mentor Information', 'Mentee Information', 'Mentorship Duration', 'Mutual Expectations', and 'Agreement Confirmation'. It also lists specific commitments for both mentors and mentees, such as meeting biweekly for 30 minutes, providing honest feedback, and maintaining confidentiality.

Creating a Mentorship Development Plan

- 1 — Month 1: Foundation**
Establish baseline skills, identify knowledge gaps, set specific learning goals
- 2 — Months 2-3: Skill Building**
Focus on targeted improvement areas with regular review and feedback
- 3 — Months 4-5: Application**
Apply skills to increasingly complex scenarios with decreasing guidance
- 4 — Month 6: Transition**
Begin mentoring others in foundational skills, continue own development



Effective Communication

Ensuring mutual benefits from mentorship



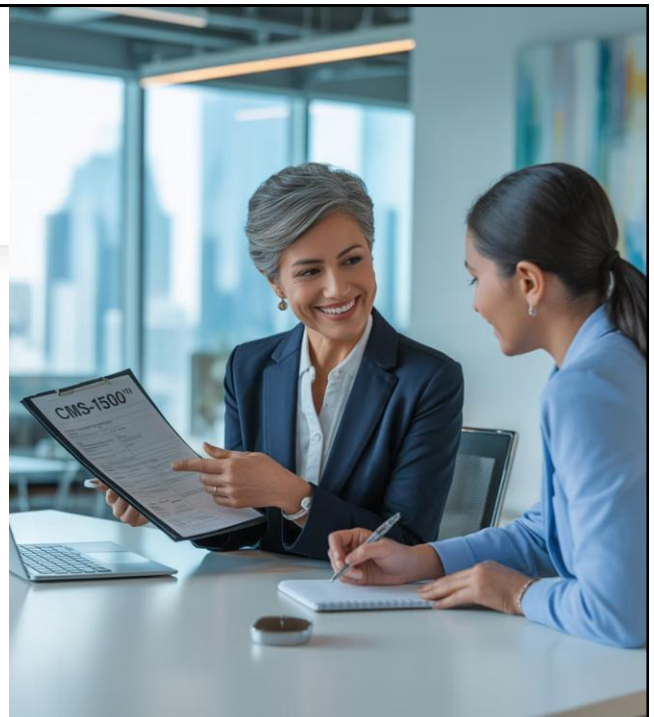
The Mentorship Feedback Loop



Effective Feedback Techniques

The SBI Model:

- **Situation:** "When reviewing the radiology report yesterday..."
- **Behavior:** "I noticed you applied code X instead of Y..."
- **Impact:** "This could affect reimbursement because..."
- Always follow with: "What are your thoughts on this approach?"



Plant the Seeds
Nurture Growth
Harvest Results

Creating a Mentorship Culture



Organizational Benefits of Mentorship

87%

Retention Increase

Organizations with formal mentorship programs see significantly higher employee retention

25%

Productivity Boost

Mentored employees reach full productivity 25% faster than non-mentored peers

67%

Error Reduction

Teams with strong mentorship cultures report fewer coding errors and denials

Virtual Mentorship: Breaking Geographic Barriers



Schedule regular video check-ins



Use screen sharing for case reviews



Create digital resources that can be accessed anytime

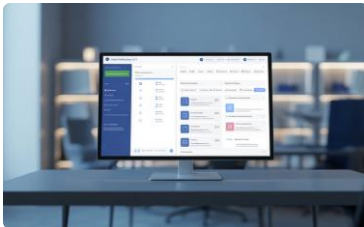


Establish clear communication expectations



Use collaborative tools for real-time feedback

Digital Tools for Effective Mentorship



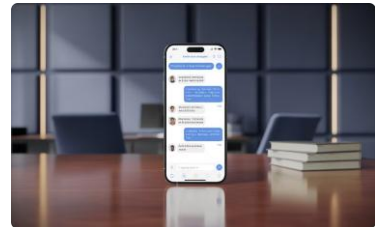
Learning Management Systems

Track progress and assign targeted learning resources



Collaborative Platforms

Review cases together in real-time regardless of location



Communication Tools

Quick access for questions and just-in-time guidance



Mentorship Across Generations

Traditionalists & Boomers

Bring deep industry knowledge and historical context to coding changes

Gen X & Millennials

Bridge traditional practices with technological adaptations

Gen Z

Contribute digital fluency and fresh perspectives on efficiency

Reverse Mentorship: Learning Goes Both Ways

What Is Reverse Mentorship?

Junior team members mentor senior colleagues in areas where they have unique expertise

Common Focus Areas

Technology adoption, social media, new software interfaces, changing workplace culture

Benefits

Flattens hierarchies, builds mutual respect, keeps experienced staff current

Handling Difficult Mentoring Situations

Challenge: The Resistant Mentee

- Someone who seems uninterested in guidance or defensive about feedback
- **Approach:**
- Focus on building trust first
- Ask about their goals rather than telling
- Find small wins to

Challenge: The Overly Dependent Mentee

- Someone who constantly seeks answers rather than developing independence
- **Approach:**
- Answer with guiding questions
- Set progressive independence goals
- Celebrate self-solved problems

18%

Productivity Gains

Increase in appropriate work output without sacrificing quality

90%

Confidence Levels

Percentage of mentees reporting increased professional confidence

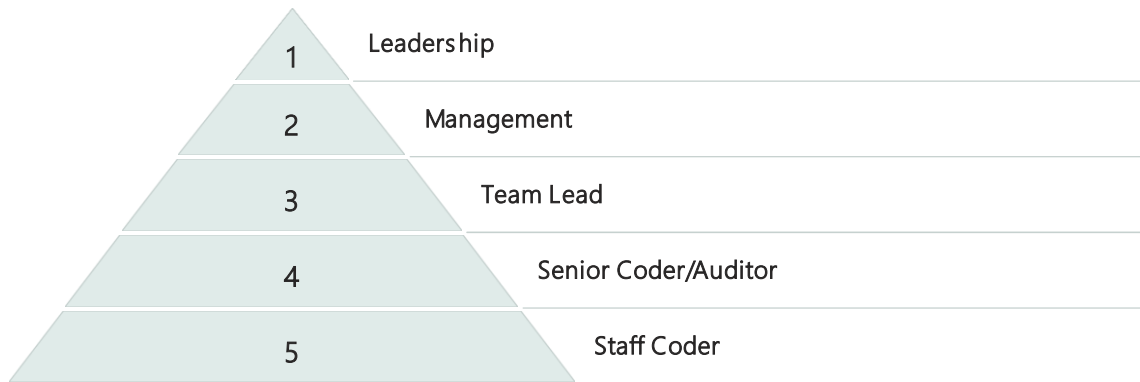
2x

Knowledge Transfer

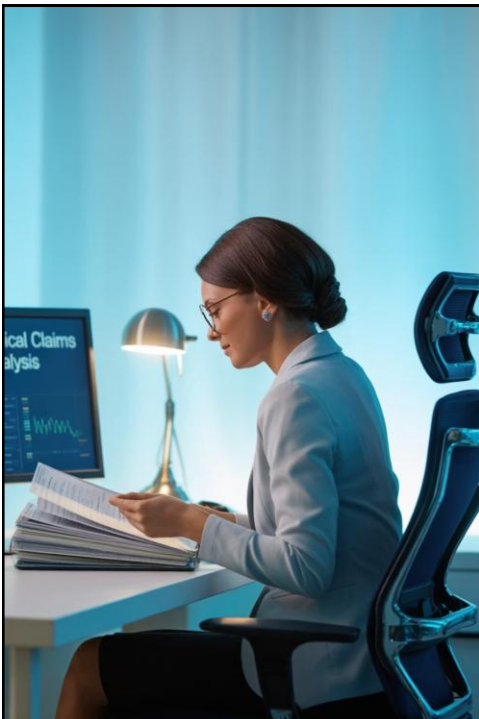
Rate at which mentees become mentors themselves

Measuring Mentorship Success

Mentorship and Career Advancement



Active mentors develop the leadership and communication skills that prepare them for advancement opportunities.



Mentorship and Professional Resilience

Navigating Change

Mentors help frame industry changes as opportunities rather than threats

Handling Setbacks

Learning from experienced colleagues how they bounced back from mistakes

Building Confidence

Validation from respected peers creates lasting professional self-assurance

Mentorship Resources for Medical Coders



NAMAS/Stirling Global/Liles Parker

Regular educational programming for learning.



MMBA/AAPC/AHIMA Mentorship Programs

Professional organization initiatives for member development



LinkedIn Groups

Specialty-focused online communities for ongoing support



Local Chapter Meetings

In-person opportunities to connect with potential mentors/mentees



Building Your Mentorship Legacy

150+

Lives Impacted

The average career mentor influences over 150 professionals directly and indirectly

3x

Knowledge Multiplication

Each mentee typically shares knowledge with three additional colleagues

20+

Years of Influence

The ripple effect of good mentorship continues decades into the future

Mentorship DOs and DON'Ts

DOs:

- Ask good questions that prompt critical thinking
- Share relevant resources at the right time
- Set healthy boundaries for both parties
- Provide specific, actionable feedback
- Celebrate progress and victories

DON'Ts:

- Spoon-feed answers without explanation
- Try to appear perfect or all-knowing
- Avoid difficult or uncomfortable conversations
- Make assumptions about learning styles
- Take over when challenges arise

Reflection Prompts for Mentors and Mentees

Past Influence

- Who helped you early in your career, and what specific approaches made them effective?

Current Impact

- Who could you help now, and what unique perspective or knowledge can you offer?

Missing Pieces

- What skill do you wish someone had taught you sooner, and how can you share it now?

Legacy Planning

- What knowledge or wisdom are you uniquely positioned to pass on before you advance or retire?

Key Takeaways

Mentorship IS Leadership

- By guiding others, you build your own leadership capabilities and professional legacy

Small Moments Matter

- Even brief, focused interactions can have profound impacts on career development

Everyone Benefits

- Mentors deepen their own understanding while developing future leaders

You are more equipped
than you think.

And someone out there is waiting for you to extend a
hand.

Start tomorrow. Start small. Start anyway.

Homework: Putting Leadership Through Mentorship into Action

Identify One Person You Could Mentor

- A colleague who asks you for help
- A newer coder or auditor on your team
- Someone who reminds you of where you started
- → **Write their name down. Reach out.**

Be Intentional With One Conversation This Week

- Ask:
- "What are you working on right now?"
- "Is there anything you're stuck on?"
- "Want me to show you how I handle something similar?"
- → **One 10-minute conversation can open a door.**

Putting Leadership Through Mentorship into Action

Model Resourcefulness

- Next time someone asks you a question, try this:
- "Where would you look for the answer first?"
- "Let me show you how I find that in the guidelines."
- → **Teach them to fish—not just to copy.**

Reflect on Your Own Mentorship Experience

- Who helped you grow? What did they do right?
- When did a mentorship go sideways—and why?
- → **Use both the good and bad to shape how you lead.**

Keep Paying It Forward

- Offer support—even if informal
- Recommend a NAMAS training, bootcamp, or community group
- If you're a NAMAS member—consider joining the upcoming mentorship program pilot
- → **You don't need a title to lead. You just need to start.**

Thank you

for your attention



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