

Practice Management Do's & Don'ts for Success



Michelle Ann Richards
BSHA, CPC, CPCO, CPMA, CPPM
Director of Engagement, Compliance Services

Objectives

- Learn best practice methodologies for setting up your practice or medical organization for success.
- Learn how to Hire the right people
- Learn about how engaged employees are more productive and have better patient outcomes.
- Learn best practices for enhanced financial oversight.
- Get a better understanding on solid quality and accountability measures that allow your practice to develop and be more sustainable & marketable.

The Office Christmas Picture – 2 Years Ago



DO-Create Effective Policies

- Code of Conduct
- HR / Attendance
- Dress Code
- HIPAA Privacy
- HIPAA Security
- OSHA
- Standard Operating Procedures
- Training & Education

DO-Create an Employee Manual

- Must have guidelines in place to follow and protect the company
- Should include an introduction and vision of the company, general employment information, and specific policies.
- Should be given at the point of hire and a form signed by employee acknowledging the manual was given and understands its content

DO- Have a Recruitment Plan

- Effective Recruiting
 - Budget for new position
 - Plan ahead for costs of recruiting
 - Clearly state compensation, work schedules, benefits, and working conditions
 - Allow enough time between hire and first day of work
 - Set the expectations high

DON'T –Ask These Questions During Interview

When do you plan on retiring?

Do you practice any religion?

Are you pregnant?

Do you have any children?

Are you mentally stable?

DO – Know the Labor Laws

- Labor Law examples
 - Fair Labor Standards Act (FLSA)
 - Family and Medical Leave Act (FMLA)
 - Occupational Safety and Health Act (OSHA)
 - Workers' Compensation Laws
 - American with Disabilities Act (ADA)
 - Discrimination and Wrongful Termination
 - Sexual Harassment
 - Limited English Proficiency (LEP)

DO- Have Up-to-Date Job Descriptions

- A Strong Job Description:
 - Should be as detailed as possible to provide a clear picture of the responsibilities and required skills
 - Remember ADA requirements
 - Employee Signature

DO- Have Equity Alignment

- Compensation
 - includes salary, benefits and paid time off
- Achieve Perceived Equity by Employee
 - Identify a pay range for each job classification
 - Benchmark pay scales to other organizations
 - Identify adjustments for years of service, special training, certifications and performance evaluations
 - Figure in benefits to your total compensation package
 - Identify yearly increase policies
 - Confidentiality

DO- Remember the Triple E

- Review Job Description with candidate
- Verify previous employment
- Call references!!
- Orientation

**Explain
Employee
Expectations**

DO-Set the Culture of Your Organization

In return you will get:

- Right people
- Good training
- Respect
- Integrity
- Belief in mission

DON'T Forget You're Part of that Culture!



DO-Train & Educate Those Who Represent Your Practice

- Orientation
- Utilize Competencies
- Provide All Necessary Resources for Employees to Be Successful
- Let Your Employees Feel That You Care About His or Her Success

DON'T Make These Common Management Mistakes

- 1- Hire out of desperation
- 2- Not perform reference/exclusion/ background checks
- 3- Not set employee expectations from **day one**
- 4- Have a new employee train under an employee who may not be following proper office protocols

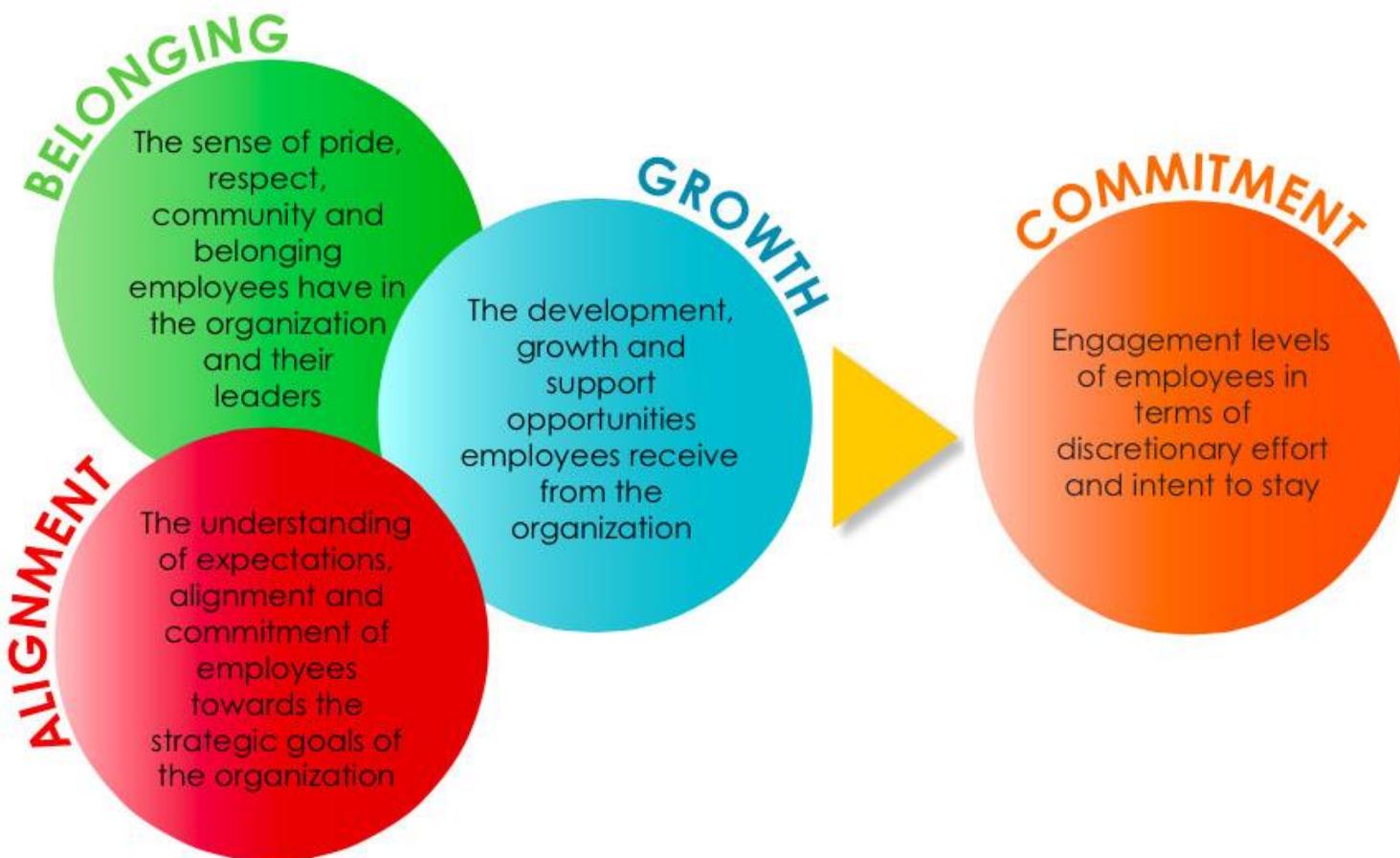
DON'T Make These Common Management Mistakes

- 5- Not performing timely evaluations of new hire during probationary period
- 6- Not tracking items given to employees
- 8- Not having documented training per federal & state guidelines

DON'T Make These Common Management Mistakes

- 9- Not setting goals for an employee annually
- 10- Not holding employees accountable for non-compliance of policies & procedures

DO-Keep Your Employees Engaged!



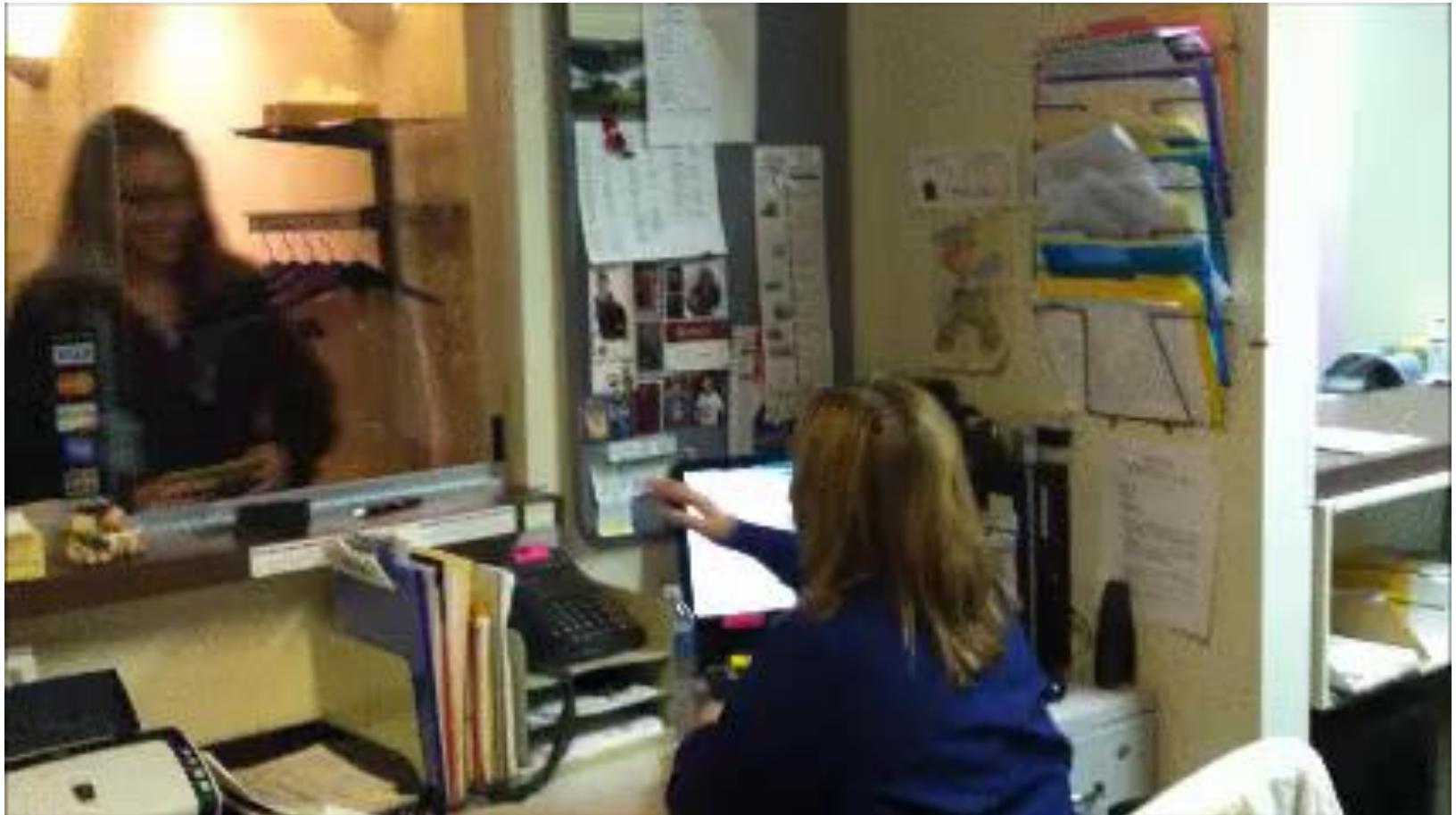
DO- Remember the Five Most Common HR Lawsuits

- 1- Personal Injury**
- 2- Overtime**
- 3- Discrimination**
- 4- Harassment**
- 5- Wrongful Termination**

DO- Know Whose Handling the Practices' \$\$\$

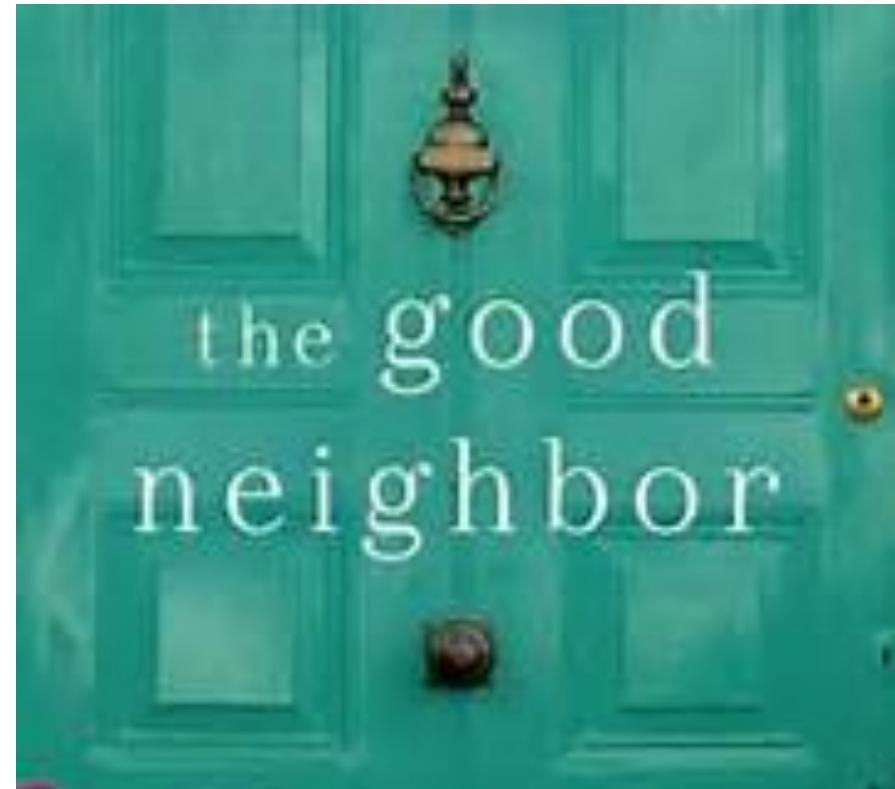
- Account for Impress Balances Daily
- Separate Cash, Check, Credit Card Receipts
- Have each employee double check one another
- Rotate who tallies overall deposit
- Collect Co-Pays & Back Balances at Time of Service

DON'T Interrupt Your Employees When Working with Patients



DO- Remember How a Balance Goes Away?

- Debit
- Credit



DO- Ensure Your Physician Practice is Quality-Driven?

- Quality Control
- On-Going Audits
- Quality Assurance Policies
- Accountability
- **COMPLIANCE**



DO Know Your Practice!!

- Know patient demographics
- Know your patients
- Know your employees
- Know your physicians
- Know your consultants
- Know your vendors

Know You're Doing All You Can to
Ensure Your Physician Practice is
Successful!!

Questions???

Thank you for your time today, please be sure to complete your surveys!!!

Michelle Ann Richards

BSHA, CPC, CPCO, CPMA, CPPM-I

Director of Engagement, Compliance Services

Michelle.Richards@aapc.com

CEU