



## Dedicated to Your Success

### Why Would Anyone Want to Follow You?

*By Rem Jackson*



It's an important question that you must answer for yourself. Sometimes people tell me the answer to this question (at least for their employees) is "because I pay them." Or "they are adults for crying out loud, why do I have to "inspire them?"

Bad answers.



There is only one reason why anyone would want to follow you: "Because there is something in it for them." That is the only reason that leaders have had followers since the beginning of time. It's the reason that people are following (at the time of this writing) Donald Trump, Bernie Sanders, and Hillary Clinton. Their followers believe that by following them, something good will come to them (or something bad will be avoided too). It's untested for these three examples and much will change in the coming months and years, but nobody got out of bed and wanted to follow someone who wasn't going to make it worth their while. (Hint: a paycheck doesn't make anyone excited, even if it should.) Most people really dislike their bosses and those people are getting paid. Some of them very well.

#### What are you doing for me?

People will support you; they will go "the extra mile for you" IF they believe that there is something in it for them. Do you know what they want? Hint: it's not more money—not really—it's always something more. Most people want to do a good job, be part of an exceptional team, and to help others through their work. Really—that's true. Go to YouTube and search for Daniel Pink Drive: the Surprising Truth About What Motivates Us and you'll see what people really want.

Armed with this insight, you will still need to know what the members of your staff want. What's in it for them if they follow you? And people have different reasons and different motivations. Find out what your staff wants by listening to them. They tell you every day. Most of them want respect—they want to know they belong to a team and are needed. They want to know that can make a difference and contribute to the practice's mission. Then work to help them do just that. It doesn't take much, if any, money—just your attention.

Dedicated to your success,

*Rem*

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# Adding Value to Teammates to Build a Great Team

*By Tina Del Buono, PMAC*



*"The purpose of life is not to win. The purpose of life is to grow and to share. When you come to look back on all that you have done in life you will get more satisfaction from the pleasure you have brought to other people's lives than you will from the times that you outdid and defeated them."*

*– Rabbi Harold Kushner*

Working on a team is a growing experience. You learn a lot about yourself and those you work with. Growing as a team takes time, effort, trust and appreciation.

Team members always appreciate and admire a player who is able to help them advance to the next level, someone who enlarges them by recognizing their skills and strengths and one who empowers them to be successful.

Players who are enlargers have several things in common.

1. They value their teammates.
2. They value what their teammates value.
3. They add value to their teammates.
4. They are always looking for ways to make their teammates more valuable.

Key things you can do to become an enlarger:

- Believe in your teammates, they can tell if you do. People do better and work harder under the spirit of approval. People's performance usually reflects the expectations of those they respect.
- Understand what your teammates value. Get to know who they are, it shows that you care and it creates a strong connection between you and them.
- Adding value is really the essence of enlarging others. Find ways to help your teammates improve their abilities and attitude. Someone who is an enlarger looks for a teammate's gifts, talents and abilities and how they may benefit the team as a whole.
- Enlargers work to make themselves better, not only because it benefits them personally, but also because it helps them help others. "You cannot give what you do not have."
- If you want to increase the ability of a teammate, make yourself better.
- It takes a secure person to add value to others.

If you want to be an enlarging team player do the following:

1. Believe in others before they believe in you.
2. Serve others before they serve you.
3. Add value to others before they add value to you.
4. Encourage and motivate others.

*"People will always move toward anyone who increases them and move away from others who devalue them."*

*– Tina Del Buono, PMAC*



# Are You Losing Money in Your Practice Because You Don't Know How to Buy Your Supplies?

*By Dr. Peter Wishnie*



Inventory and supply management is one of the biggest areas of a medical practice that tends to be overlooked. However, that being said, it is a very integral part of maintaining solvency. Not having enough supplies can lead to lost income. However, having too much, can also cause lost revenue because this might lead to not having enough funds for certain other vital needs.

Picture an office with too many walking boots. These items take up a lot of space in your practice. You open your supply closet and boots start flying off the shelves. Not in a good way. In a way that can cause a concussion. All kidding aside, having too many supplies means your money is tied up in that closet.

Now you might not have money for staff bonuses, unexpected taxes, or even to purchase a new piece of equipment, or any emergency, because of too much inventory.

In order to keep your inventory under control you will need to have a strict protocol that is being followed. This starts off by having a purchase officer in your practice. If you have multiple offices, you might appoint one individual in each office to perform these duties. This person should be good at shopping. Overall, you want to order most of your medical supplies with one or two companies because you need to take into account shipping costs. Most companies will waive shipping charges if you order a certain amount with them.

Now, your products and equipment do not get bought nilly willy. For your products that you use on a daily basis like gauze, syringes, and DME products, you will need to keep good purchasing records. A purchase order should have the name of the company you are ordering from, the date you are ordering, the exact product, the quantity, the cost of the product including shipping, the amount you have in stock, plus the last time you ordered. The last part is crucial.

Let's say your medical assistant is requesting 12 medium size cam walkers and you have four in stock. She says the last time this item was purchased was two months ago. This means you used eight medium cam walkers over the last two months, which is four per month. You have four left. So, you are good for this month. Maybe you don't want to deplete your whole stock and that you only want to order once a month. So, you might decide to only order two to four medium cam walkers. Why do you need another 12? Staff will try to order more than you need to prevent them from constantly checking supplies. Guess what? If you don't check supplies weekly, no matter what, guaranteed you will eventually run out of a supply or two.

All purchase orders must be first approved by the doctor/owner and then by the financial administrator or bookkeeper. Approving a purchase order means that you have money in the bank. It is like using your credit card. The bookkeeper will now know to expect a bill for that order in that amount that was approved in the next few days. She will know that she will have to pay it within 30 days. She will then allocate money immediately for that order.

## **Never spend money that you don't have.**

The approved purchase orders will go back to the medical assistant to order the supply. When the supplies come in, the medical assistant will first make sure all of the proper items were received. Then she will take the shipping statement and bill and attached them to the original purchase order and given to the bookkeeper, who will make sure the bill and the approved order match.

Nothing can ever be ordered, even paper clips, without a purchase order. This allows you to keep track of every dollar spent.

To monitor your inventory one should use the formula for days in inventory (DII):

$$\text{DII} = \left( \frac{\text{inventory in hand}}{\text{total amount \$ ordered of that product over a year}} \right) \times 365$$

A good DII should be less than 45 days. There is money in your closets. Put in a good inventory and supply protocol, and you will see an increase in your revenue.

Here's to controlling your shopping!

Dr. Peter Wishnie





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