



# DEDICATED TO YOUR SUCCESS



## Addressing Emergency Mode Performance

By Tina Del Buono

Running an organized, efficient medical office starts at the top. This means that management staff need to be structured, organized and understand how to implement efficient systems for the practice to run by.

Have you ever worked with someone who is always in panic-mode because there was something that they didn't get to and now it was **urgent** that it be done? It is draining. I am not talking about the occasional panic situation; these are people who make a habit of having **emergency** workload issues all of the time.

When this becomes a chronic or even semi-chronic issue with a co-worker/employee it is time for a diagnostic workup to find out why this keeps happening. More often than not, the bottom line is always poor planning of their workload.

Along with the diagnostic evaluation of the situation, management needs to take the time to address how they can help the employee with a plan to keep them from pushing the emergency button all of the time.

A written work plan can help with this problem as the employee can actually see where their time needs to be spent, on what and when. Written plans allow for a clear picture of job tasks and projects. It is important to also prioritize what the employee needs to accomplish and in what time frame.

You cannot just tell someone who struggles with poor work planning what to do and when. Remember the old saying "out of sight, out of mind"? Keeping a written plan in front of them is a constant reminder that they can check throughout the day.

When you take the time to help a staff member master their workload and overcome these "emergency" situations you are improving your communication and relationship with them along with identifying problems and possible issues that could affect the future of their employment.

Fixing these "emergency problems" improves the work environment for everyone. This problem left unattended could cause co-workers (who are organized) to become frustrated, angry and possibly consider looking for new employment elsewhere.

Establishing good work protocols and systems is a win-win for everyone in the practice. It is important to address and fix small performance-planning issues as soon as they surface to prevent them from growing into bigger problems that are not so easy to fix.

Tina Del Buono, PMAC is the Director of the Top Practices Virtual Practice Management Institute which enables its members to overcome their practice management challenges (that seem to get worse by the day) and run their practice so well that everyone gets their nights and weekends back with all their work done. Find out how it can transform your practice at [Virtual Practice Management Institute](#) today!





# My Deceptively Simple Yet Extremely Powerful Tool for Getting Organized

By Rem Jackson



None of us have unlimited time and energy. All of us have very large “to-do” lists. Only a few of us understand we need to create our “should-do” lists and focus exclusively on that list and only that list.

I created my Deceptively Simple, Yet Extremely Powerful Tool (DSYEP) for getting organized for one reason: Self-preservation. The people who work with me think I’m very organized and remember everything. While this is true in my business life, it is not how my friends and family see me. They think I’m a nice air-head. Don’t know much about what’s going on. When Top Practices members make a comment to my daughters about what it must be like having a father with the organizational skills I have, they typically respond “Are you talking about my Dad?”

My natural set is creative, not organized. Early on in my career I had the self-awareness to see this and used tools to help me achieve the kind of organizational, management, and planning skills I knew I would need. They have served me well.

I created the DSYEP prioritization tool to help me overcome the endless things I knew I should be doing but never had the time to do. If you hear yourself saying, “I just don’t have enough time in my days to do the things I know I should be doing” then this tool is for you. You DO have the time. You have the exact same amount of time as every other person you’ve ever met. A few of us have figured this out and it is a key to our continued and ever-growing success.

## The DSYEP Tool

Make an appointment with yourself to go to a safe place where you can avoid distractions and interruptions. This could be a library, coffee shop, park, or an office that you can access. Just be prepared to spend 3 hours of quality time to accomplish this goal. Bring your snacks and drinks. Turn off all connections to the outside world. All computers, phones—you name it—in airplane mode or off. No Wi-Fi. Nothing.

Make a list of everything you have to do. Everything. Hold nothing back, no task is too small to make this list. This includes everything you should be doing for your work, your family, your house, chores, everything. Just get it all out on paper or in a document. Spend a good amount of time on this. The goal is to get it out of your head and into this “vault” where you can visit it anytime you wish, but not need to keep it floating around in your memory. Keeping it all in your head is very stress inducing. It contributes to that sense of uneasiness and guilt for all you aren’t getting done in your life. These tasks just pop up from time to time (all the time) and remind you how ineffective you are and how guilty you should be feeling. It’s not good and it’s not healthy. Our modern lives are complex enough without adding to the weight of endless tasks we don’t get done.

Once you’ve got the definitive list, it could be 150-250 things, take a 10-minute break—no checking emails or anything. Just relax. Then review the list and assign each task a number, either 1, 2, or 3.





1. Big important tasks or projects that if completed would give you a lot of gain.
2. Important tasks, but not as important or urgent as the 1's.
3. Tasks that are even less important and shouldn't be done before the 1's and 2's.

Now take the 2's and the 3's and remove them from this list and create a 2-3 list that you set aside. Don't get rid of it, just put it to the side. It's important to keep it easily accessible for review so you can allow them to leave your mind and help you relax.

You now have the list of your 1's which is most likely still too big to tackle. Repeat the exercise again, what are 1's of the 1's—the REALLY big important most essential tasks with by far the most gain if you accomplish them. Work hard now to be left with no more than 10 of these 1's. Assign a 2 or a 3 to the other tasks.

Remove the 2 and 3 list of the 1's and put it on top of the original 2-3 list for safe-keeping and brain exiting.

Take another short break. About 7 minutes.

Review your list of the 1's and rank them in order of most important to least—1 through 10.

Choose number 1 and 2 (possibly number 3) and move on to the next step which is to plan. Put numbers 4-10 on top of the pile you've created with the 2's and 3's from the previous exercises.

As you plan and execute on these top priorities you will begin to accomplish them. You will, if you stay focused, accomplish more than you ever have. By the time one year passes you will have accomplished at least the top 10 tasks. And here is the great secret: you will get 90% of the gain

you need by accomplishing these 10 tasks. The other 140 or 240 won't matter. You were never going to get them done anyway and if you review them you will find out many are irrelevant and obsolete now. It's a beautiful thing. You just completed your "should-do" list and you won't believe how good it feels.

Try this and you won't be disappointed. Then, do it again and again. All you have to gain is—everything.

Rem





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always in emergency  
mode? Stop it!  
(SEE PAGE ONE)



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