One-on-One Manager Coaching Topics

Pick and Choose Three Topics and a Private Coaching 3 Hour Package for $895

(Each topic is covered in a **one-hour** coaching session and comes with workbook sheets)

Don't see what your practice needs help with, just ask as custom one-on-one coaching is available for all your practice management and educational needs.

- **Creating Workable Office Systems**: Seeing the big picture of the practice and what each staff member is responsible for is difficult. By creating systems with checks and balances for each position the Practice Partner will be able to check to see that job tasks are being completed, help where needed, and report daily or weekly to their physician with confidence.

- **Developing Schedules that Work and Flow Well:** There is more than one schedule that needs to be set up and reviewed daily. Most often the only schedule that is addressed is the patient schedule. The other important schedule that is overlooked is the staff's work schedule. Can they complete the tasks assigned with their job description in the time allotted each day? There also is the billing schedule that is as important as the other two, whether billing is done in house or outsourced, it is being done in a timely schedule to assure that revenue is coming in each day? Practice Partners need to develop workable schedules for these and follow them for physician reporting.

- **Hiring The Right Person, Developing Training and Continued Training Programs**: This module will cover how to know who to hire, how to hire and what is needed in the office. developing an effective initial training program for new employees which is critical to ensure that they have the necessary skills and knowledge to perform their jobs effectively. Continued training is essential for keeping job skills up-to-date and improving the Quality Patient Care experience. The frequency of continued training will depend on various factors, including the nature of the job, and the pace of change in the field.

- **"Quality Patient Care, Preventing Patient and Workplace Problems":** In order for our offices to provide quality patient care there are several areas that each staff member needs to be aware of and understand in order to personally do their best with the patients they serve each day in the practice. This module will provide information on the areas in the practice that need focus and adherence to provide clear communication, excellent patient service, and how front and back-office teams need to work as one to provide the best care to those the practice serves each day. When the team knows how to work together there are fewer patient problems and workplace problems. Also, covered will be how a well-prepared Practice Partner can handle these types of situations and is like a **"Best Gold Friend"** to their physician(s)

- **Employee Problems, Reviews, Promotions and Overall, Happiness:** Wow! That is a lot to cover in one module. Again, with keeping it simple and creating a work environment that promotes compliance a Practice Partner can develop an employee handbook that discusses it all and have protocols for them to follow so they can have a well-run practice with open book guidelines for everyone to follow. Attitude is key in being the Practice Partner that inspires staff to come alongside one another and their doctor(s) to create the best run medical practice with happy staff to serve their patients.

- **How to Conduct Office Meetings with Meaning (and purpose):** In this module we will look at the various office meetings that can be had and those that are necessary for each office. How to set up a productive agenda, follow the agenda and use "Action Item Sheets" for accountability for tasks assigned. There is no room for meaningless, time-wasting meetings in a medical practice.

- **Developing a Workplace of Open Communication**: Because we talk, we think we are communicating. This is not so. Communication is one of the most difficult human tasks that we need to learn and continue learning how to do. In this module we will cover two areas, (1) How to improve not only our communication skills but those of the entire team**.** Communication not only is about speaking it is about listening and gaining clarity to understand. (2) The second area we will cover is learning how to ask questions that ignite inspiring answers, how to have difficult conversations, delivering news about change and Stephen Covey's 5th Habit, "Seek first to understand then to be understood." This module is not for the faint of heart. Learning to truly put forth an effort to communicate for understanding is an ongoing life lesson. But taking on the challenge will make our relationships at work better than we can imaging. We know that people want to work for those they know truly care and understand them. Communication is the answer.

- **Developing Office Policies, Protocols and Manuals. What do we really need?** In this module we will cover various aspects of office policies, protocols, and manuals for staff efficiencies including **Risk Management, HIPAA, and OSHA**. Ninety- nine percent of the time the number one reason staff members fail to produce what is expected of them is because "they do not know exactly what or how to do what they are supposed to do." That is pretty incredible! More often than not we make policies and protocols more difficult than necessary and then no one follows them anyway and mistakes happen more often. Practice Partners will learn how to develop protocols and policies, the "minimalist" only having what we need and then teaching and implementing them for efficiency. The key is knowing what to do, when to do it and then having a schedule to make sure it gets done and reported.

- **Managing and Reporting Practice Statistics**: (Depending on how much training is needed on these topics this module can be broken up into 2 separate sessions for in depth learning) This module will cover important practice statistics that the physician owner(s) need to monitor on a weekly basis so they can see how the practice is doing financially and growth wise. Once the systems are set up for individual staff to collect information and report it to the Practice Partner the entire staff can review the statistics to make sure they are in alignment with the overall office goals and if not, make adjustments as necessary. Some of the covered areas will be Total NP, total charges, total collections, total visits, total A/R, Aging, cycle time, inventory.

- **Purpose, Vision, and Value, Knowing the "Why":** The practice's vision needs to be compelling, one that all staff members can catch on to and are willing to work for. Everyone on the team needs to be able to see the strengths, convictions, and purpose of the vision. Visions that get people excited enough to work for are the ones that have these three ingredients: (1). Integrity, (2). Values, (3). Passion. These are things that come from within and are the ingredients that fuel the fire to make the vision happen. As one of the wisest men to ever live, "King Solomon" of ancient Israel said, **"Where there is no vision, the people will perish." Visions are what bond teams together.** In this module the Practice Partner will learn how to convey the Practice Vision to all staff members and how to continue to keep the vision out front so everyone will be inspired to achieve the practices' goals.

If you are interested in learning more about Tina's private individualized coaching programs simply email her at Tina@TopPractices.com.