FIVE THINGS A PRACTICE MANAGER CAN DO FOR YOU

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HOW WE MIGHT IMAGINE IT

• Calmness
• Serenity
• Cheerfulness
• Welcoming
• Neat
• Tidy
• Efficient

THE REALITY!

• Stressed
• Overworked
• Miserable
• Go away!
• Desk a warzone
• You want it when?

WHAT DOES A PRACTICE MANAGER ACTUALLY DO?

• Human Resources
• Facilities and Machines
• Ordering and Expense Management
• Legal and Regulatory Matters
• Accounting
• Billing, Claims and Accounts Receivable
• Marketing
• Strategic Planning
• Day to Day Operations
• Stay Current in Healthcare

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DISCLOSURES

• None
**HUMAN RESOURCES**

- Hire, fire, counsel, discipline, evaluate, train, orientate, coach, mentor, and schedule staff.
- Shop, negotiate and administer benefits.
- Develop, maintain and administer personnel policies, wellness programs, pay scales and job descriptions.
- Resolve conflicts
- Maintain personnel files
- Document compensation injuries
- Address unemployment inquiries
- Acknowledge joyful and sorrowful events in the practice and in the lives of employees
- Stay late to listen to someone who needs to talk

**WHAT DOES A PRACTICE MANAGER ACTUALLY DO?**

- Human Resources 9
- Facilities and Machines 4
- Ordering and Expense Management 3
- Legal and Regulatory Matters 26
- Accounting 11
- Billing, Claims and Accounts Receivable 19
- Marketing 10
- Strategic Planning 5
- Day to Day Operations 6
- Stay Current in Healthcare 5
- TOTAL (without a lunch break!) 98

**MY PRACTICE MANAGER**

- Managing medical ethics and legal requirements
- Financial management and budgeting
- Managing information and communication
- Leading teams
- Developing or improving services.

**WHAT ABOUT THE CLINICIAN’S VIEWPOINT?**

1. DON’T CHANGE THINGS FOR THE SAKE OF IT

   - “If it ain’t broke, don’t fix it!”

   Bert Lance 1931 – 2013

   Director of the Office of Management and Budget 1977 under President Jimmy Carter.

2. KEEP THINGS HAPPY AND HARMONIOUS
3. COMMUNICATE VERBALLY

10 LEVELS OF INTIMACY IN TODAY'S COMMUNICATION

3. COMMUNICATE VERBALLY

4. SUPPORT CLINICIANS AND MAKE THEIR LIVES EASIER

No one is useless in this world who lightens the burden of it to anyone else.
— Charles Dickens

5. MAKE TEA!

.........OR COFFEE!

The Boston Tea Party 1773

• The Tea Act imposed duties on imported British East India Company tea, but the tax on tea in robinson, no health of tea was actually seen.
• The consumer was furious and demanded tea was actually tea, not so much the tea, but the source.
• The Sons of Liberty didn’t think British tea was actually tea, so they did not check its origin.

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