

Introduction to Practice Management:

Who are these people and what do they do?

And what does this mean for me?

## Changing Systems Curriculum

### Goals

1. Get to know the support staff and their roles in the office
2. Gain an understanding of patient flow through the clinic
3. Get to know the nursing staff and their roles in the office

### Objectives

1. Support staff
  - a. Learn the names of all of the support staff in the office
  - b. Describe the function of each of the support staff in the office
  - c. Identify one common problem that each of the different staff roles in the office (front desk, consult scheduling, insurance authorization, etc.) confront
  - d. Describe one situation that an office staff person handled well
  - e. Relate one of the problems identified in “c” to your practice – how would this affect you or your patients?
  - f. Identify Trena Berg
2. Patient flow
  - a. Describe the flow of patient through the clinic, from registration to check-out.
3. Nursing staff
  - a. Learn the names of all of the nurses
  - b. Describe the functions performed by the nursing staff
  - c. Identify common problems (both clinical and process) faced by the team phone nurses
  - d. Relate one of the problems identified in “c” to your practice – how would this affect you or your patients?

### Reading

1. Keys to a Positive First Impression
2. Effective Work Relationships: A Vital Ingredient in Your Practice
3. Five Ways to Retain Good Staff
4. Ideas for Optimizing Your Nursing Staff

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### Assignments

1. Read all the readings
2. Talk to one of the attending faculty or nurse practitioners about what works well in the PCC practice and what doesn't work well.
3. Come to one PCMH Steering Committee on a Friday at lunch time.
4. Spend one-half day with the support staff. Be prepared to discuss the following with Dr. Gazewood at the end of the rotation:
  - a. Learn their names and what they do
  - b. Identify something they did well, and describe it
  - c. Describe a common problem one of the office staff encounters
  - d. Describe how this problem might affect you or your patients
5. Spend one-half day with the nursing staff. Be prepared to discuss the following with Dr. Gazewood at the end of the rotation:
  - a. Learn their names and what they do
  - b. Identify something they did well, and describe it
  - c. Describe what the team phone nurses do
  - d. Describe a common process problem the team phone nurses face.
  - e. Describe how this problem might affect you or your patients.