

10 Mistakes We Keep Making As Practice Managers

Presented by Kyle Matthews, CMPE
CardioVascular Associates of Mesa, P.C.

Objectives

- Identify common pitfalls and how to avoid them
- Discuss ways to recover from mistakes that are made in managing medical organizations
- Rethink how resources and technology can be utilized to achieve greater success

About Your Speaker

- Kentucky Native
- Early Volunteer
- Western Kentucky University
- Freed-Hardeman University
 - Accounting
 - Finance
- AmSurg Corporation
- **CardioVascular Associates of Mesa**

About Your Speaker

- Arizona MGMA Past-President
- MGMA Western Section Liaison
- National MGMA Committees
 - National/State Task Force
 - State Outreach Workgroup
 - Annual Conference Abstract Review
 - Data Solutions Advisory Committee

Disclosures/Conflicts of Interest

None

Interact



@KMattCHD



KMatt35@gmail.com

Expectations

- Spark Ideas
- Laugh
- Interact
 - Ask Questions
 - Provide Feedback
- Be Honest

TOP

10





Forsaking The Schedules

Description

- Dr Initiated - New Appt Made
- Dr Initiated - Pt Refused New Appt
- Mgmt Initiated - New Appt Made
- Mgmt Initiated - Pt Refused New Appt
- Template Change - New Appt Made
- Template Change - Pt Refused New Appt
- Wait List Reschedule - Moved to Ea
- Cancelled - Cannot Leave/Miss Wor
- Cancelled - Copay/Deductible
- Cancelled - Family Emergency
- Cancelled - Feels Fine will PRN
- Cancelled - Forgot Appointment
- Cancelled - In Hospital
- Cancelled - Negative Patient Satisfa
- Cancelled - Next Available Appt Exc
- Cancelled - No Authorization
- Cancelled - No Referral
- Cancelled - No Transportation
- Cancelled - Not Contracted w/ Ins P
- Cancelled - Patient in Hospice
- Cancelled - Patient Sick
- Cancelled - Traveling/Out of Town
- Cancelled - Other
- No Show - Cannot Leave/Miss Worl
- No Show - Copay/Deductible

List Item Data

Description	Dr Initiated - Pt Refused New Appt
ID	43
HL7 Mapping	None
Delete Appointment	N

Notes

Search Results Page – Linked from Homepage



OR

Select Specialty

Address or Zip Code



Filter Results

INSURANCE CARRIER STATE

Arizona

INSURANCE

-- I am paying for myself --

DATE

04/01/2015

DAY PREFERENCE

Su M Tu W Th F Sa

TIME RANGE

9 am - 5 pm

Provider Listings

Sorted by Distance



Showing 2 of 2 Providers



Victor Sein
Cardiology
3513 South Mercy Road
Gilbert, Arizona 85297
0.00 mi

	Fri Apr 3	Sat Apr 4	Sun Apr 5
	09:00 AM		
	09:45 AM		
	01:00 PM		
	01:45 PM		
	02:30 PM		
VIEW ALL			



Not
\$PENDING
Money

STATEMENT

PHYSICIAN'S PRACTICE NAME HERE
 12345 MAIN STREET
 SUITE 711
 ANYWHERE, USA 99999 555-1212

Date: 11/05/2003 Account No. 000009

▲ Mail All Payments and Correspondence to: ▲

Amount Enclosed \$ _____

To: PHILLIP M CLARK
 25 EASTGATE DRIVE
 RICHMOND, MO 69401

Please Detach and Return This Portion With Your Payment

Date of Service	Professional Service	Doc	Ins	Charge	Co-Pay Due	Insurance Pay/Adj	Patient Pay/Adj	Bill Balance	Ins Prpt
	000010 CLARK MARGARET								
02/17/02	OV EST PT EXPANDED-LVL	MPO	007	50.00					*
02/17/02	HGB AIC	MPO	007	50.00					*
02/17/02	GLUCOSE / OFFICE	MPO	007	16.00					*
02/17/02	COMP METBOLIC PANEL	MPO	007	35.00					*
02/17/02	TSH	MPO	007	54.00					*
02/17/02	INFLUENZA VAC	MPO	007	20.00					*
	PMT-CHECK PAYM 03/01/02						-10.00		
	PMT-INSURANCE 11/05/03					-30.00			
	PMT-INSURANCE 11/05/03					-10.00			
	PMT-INSURANCE 11/05/03					-10.00			
	BILL BALANCE							\$165.00	
03/01/02	OV EST PT EXPANDED-LVL	MPO	007	50.00					*
03/01/02	COMP METBOLIC PANEL	MPO	007	35.00					*
03/01/02	TSH	MPO	007	54.00					*
	BILL BALANCE							\$139.00	
	000009 CLARK PHILLIP								
03/12/02	OV EST PT EXPANDED-LVL	MPO	007	50.00	15.00				*
03/12/02	PRENERGAN 50 MG	MPO	007	40.00					*
	BILL BALANCE							\$90.00	
	TOTAL AMOUNT PENDING INSURANCE:							\$379.00	
	UNPAID COPAY AMOUNT:				\$15.00				
	TOTAL AMOUNT DUE NOW:							\$15.00	
	PROVIDER LEGEND:								
	MPO MICHAEL P O BRIEN								
	INSURANCE LEGEND:								
	007 GENERAL AMERICAN LIFE								
	Current		31 - 60 Days		61 - 90 Days		Over 90 Days		Total Amount
	444.00		0.00		0.00		0.00		394.00
	Finance Percentage: 12%						Finance Amount		0.00

MICHAEL P O BRIEN

202 S CENTER
 TEL: (800) 423-8836

JACKSON MO 68450-1992



Hiring For *Experience*



Letting **IT** Handle **IT**

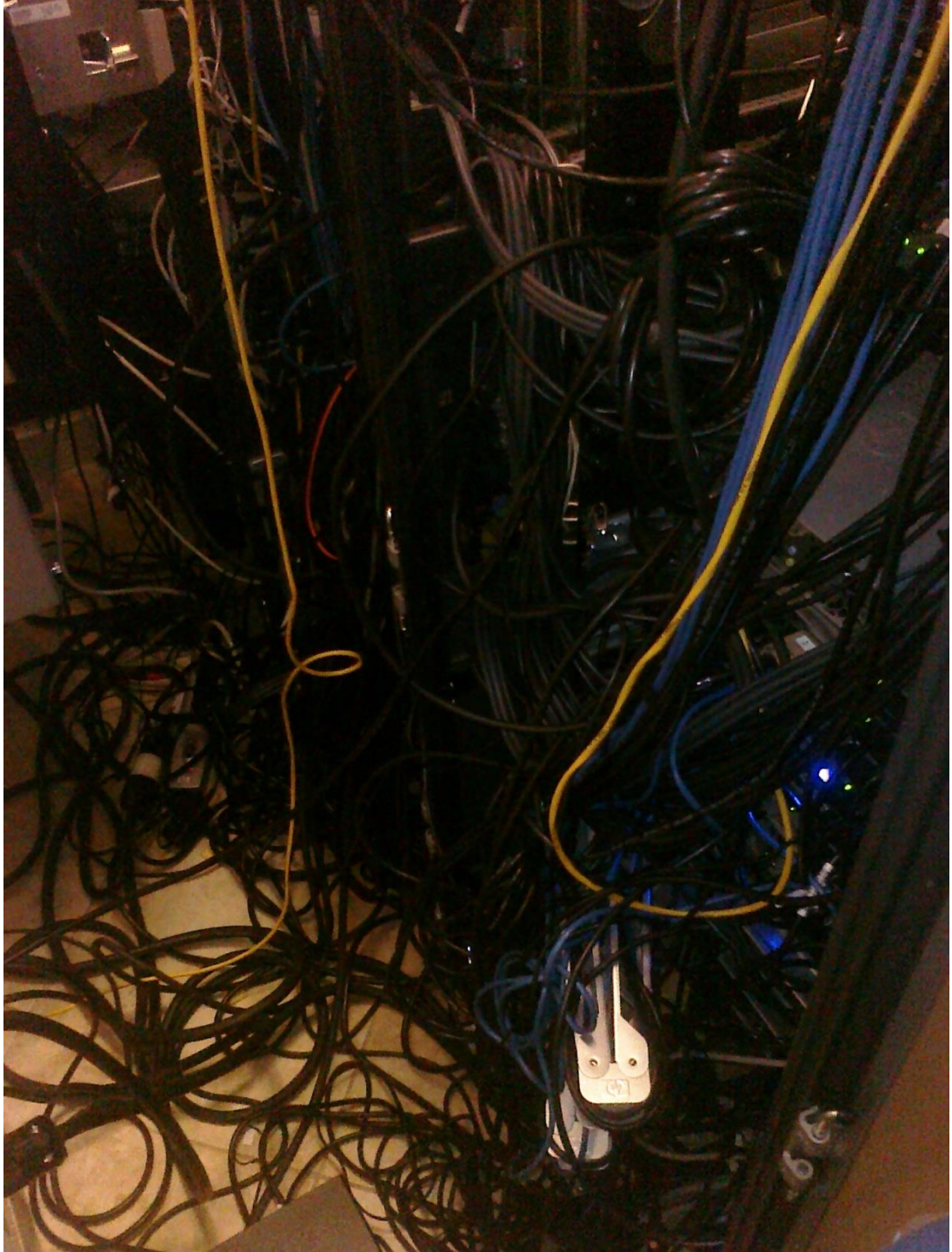
Only You Know Your **IT** Needs

- EMR Optimization
- Improving Workflow
- Evolving Patient Needs
- Evolving Provider Needs
- Meaningful Use
- Upgrades



IT Makes/Breaks Your Organization

- Know Your System
- Ask Questions
- Demand Answers
- Consider All Alternatives
- Be The User
 - Step Away
 - Perform The Tasks
 - Get Feedback







Being an Island

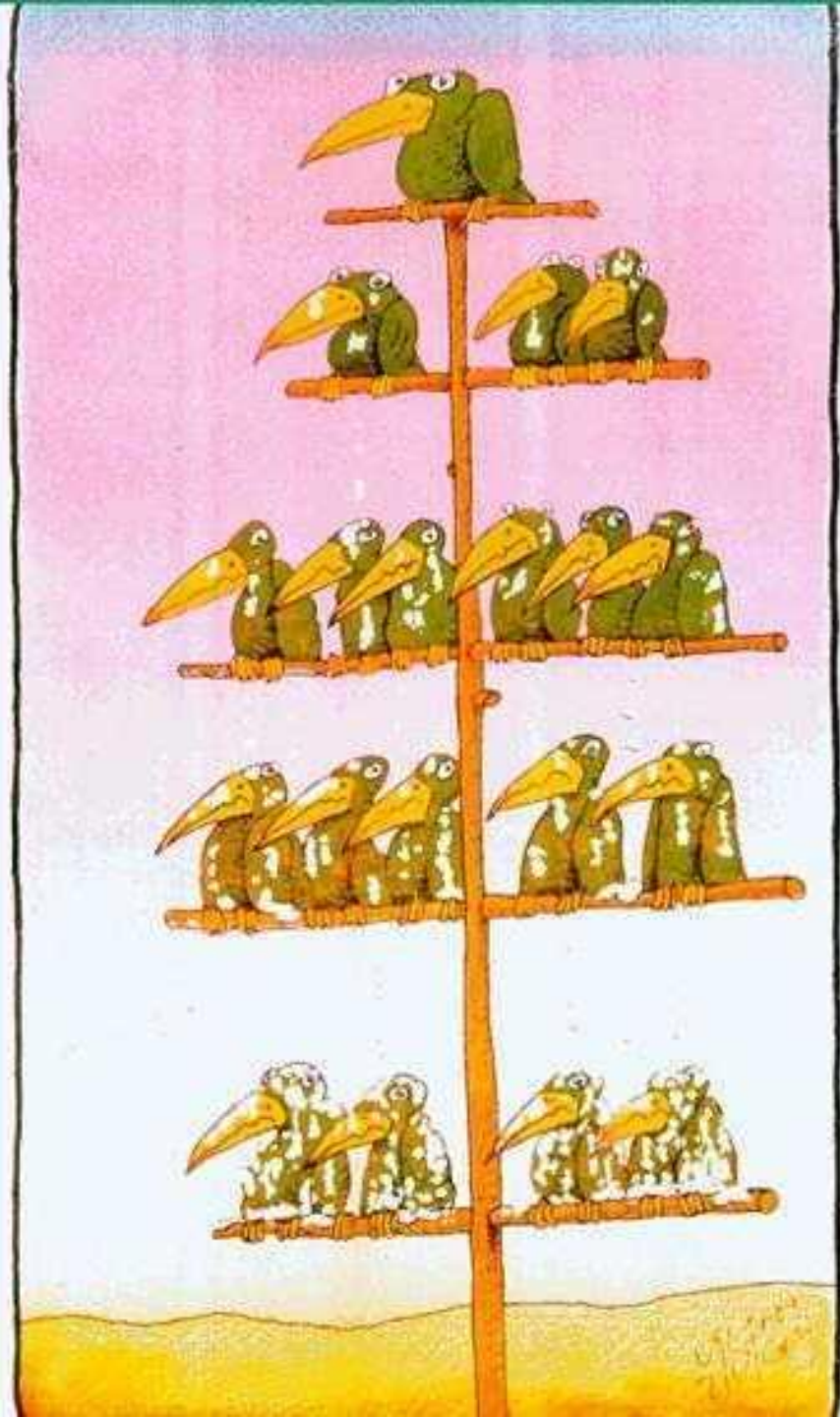


Using the Word **“BUT”**

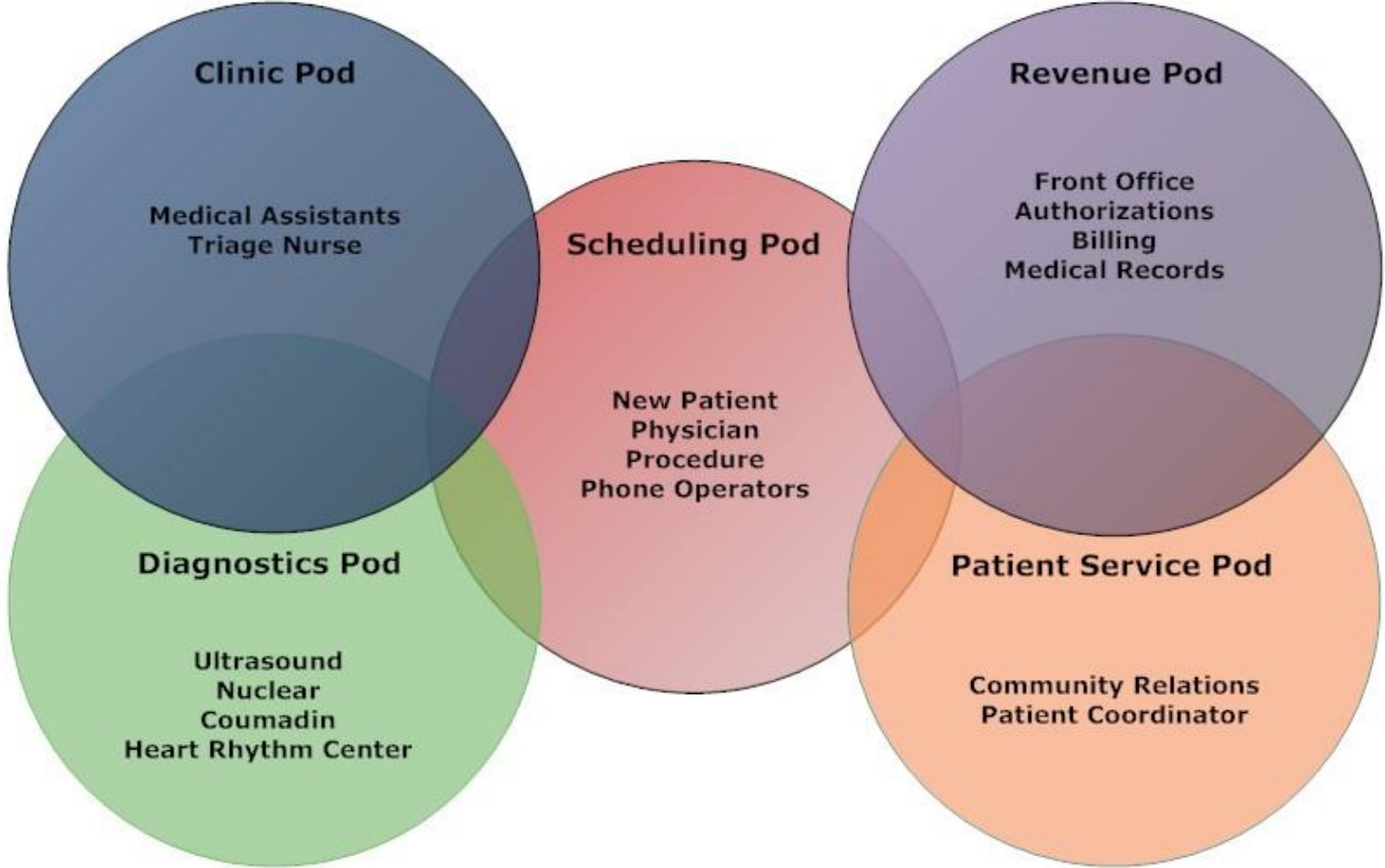


Being

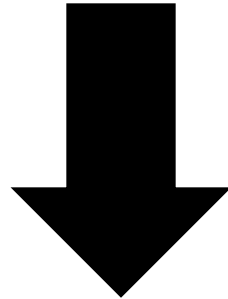
Traditional



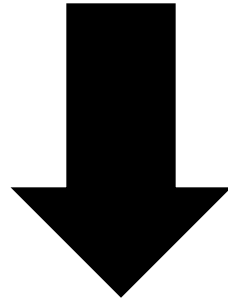
Team Diagram



38 Hour Work Week



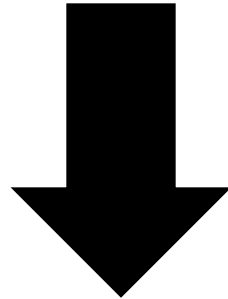
Alternative to Raises



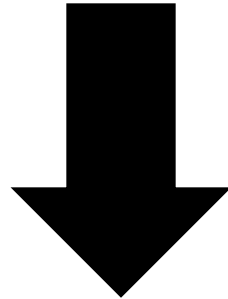
Overtime Savings

Holiday Parties??

STOP IT!!



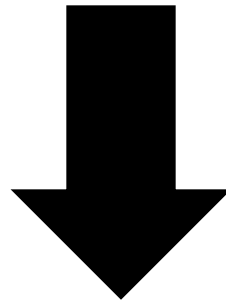
Annual Employee Feedback



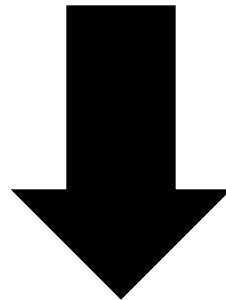
End of Year Bonus/Event
e.g. “Evening With Santa”

Christmas Cards??

WHY??



Choose A Different Holiday



Reallocate Resources

We  **Your Patients**
CVAM



Neglecting the **Team**

UNITED STATES OF SPORTS





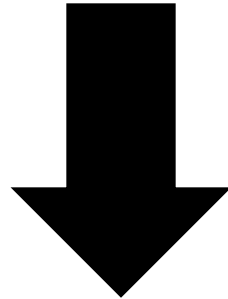
LEMON GRASS
asian bistro

2

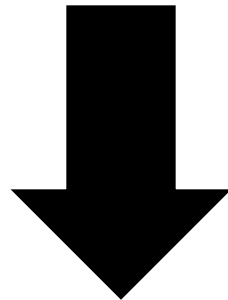
Hoarding

Information

Hoarding Information

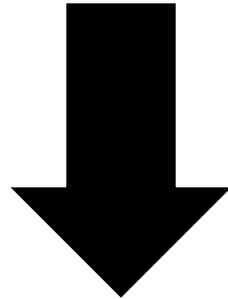


Assumptions

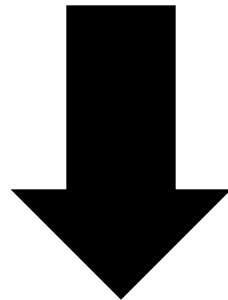


Fear and Distrust

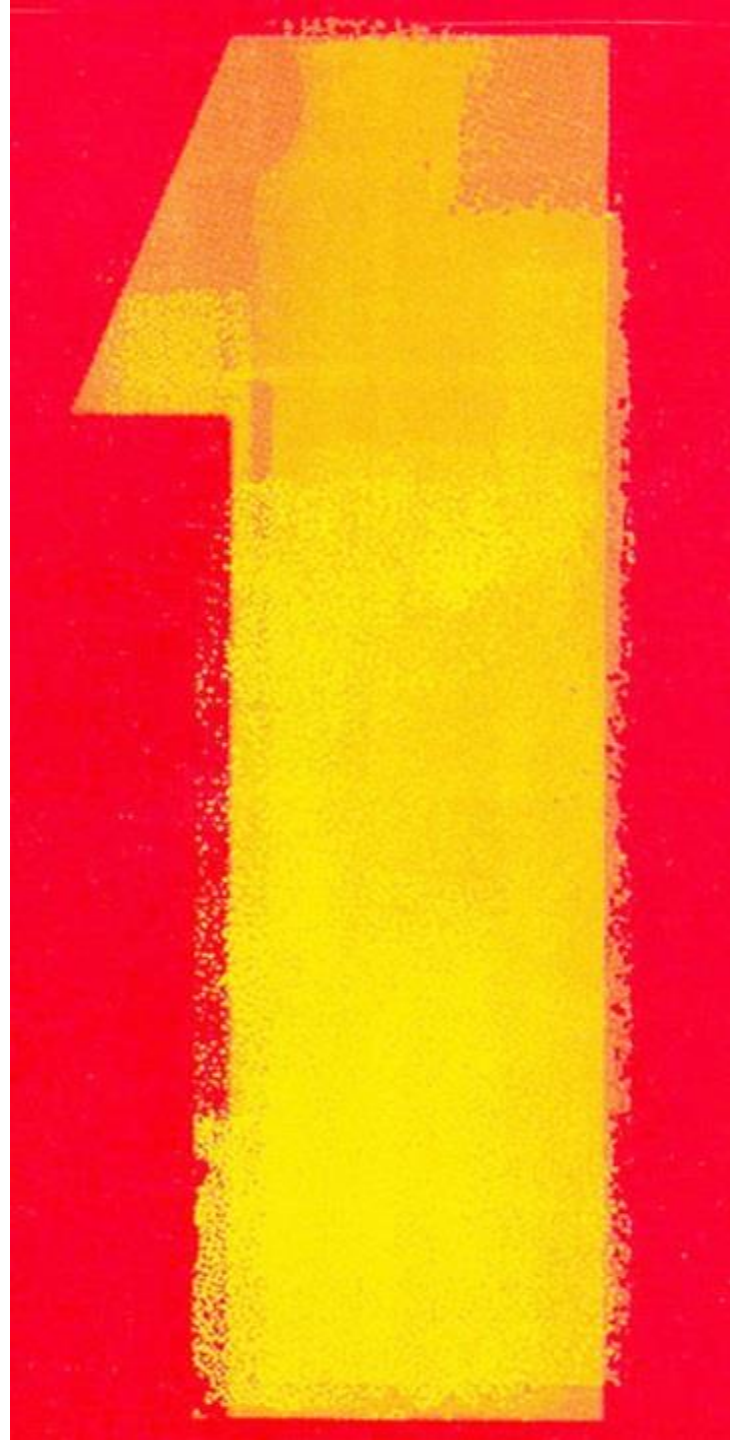
Sharing Information



Trust



Satisfied, Productive Employees



Being a Practice Manager

Best Slide Ever??

Medicine vs. Leadership

THE NATURE OF MEDICINE

Prescribe and expect compliance

Immediate and short-term focus and results

Procedures/episodes

Relatively well-defined problems

Individual or small-team focus

Being the expert and carrying the responsibility

Receiving lots of thanks

Respect and trust of colleagues

THE NATURE OF LEADERSHIP

Lead, influence and collaborate

Short-, medium- and long-term focus and results

Complex processes over time

Ill-defined, messy problems

Larger groups crossing many boundaries, integrated approach

Being one of many experts and sharing the responsibility

Encountering lots of resistance

Suspicion of being a "suit"

Maybe Not



Thank You!

Kyle Matthews



@KMattCHD



KMatt35@gmail.com