

HUMAN RESOURCES MANAGEMENT

PCC USERS CONFERENCE

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CODING & COMPLIANCE EXPERTS

Getting Physician Practices on the Road to Compliance



SET THE CULTURE OF YOUR ORGANIZATION

In return you will get:

- Right people
- Good training
- Respect
- Integrity
- Belief in mission

TODAY'S OBJECTIVES

- ◉ How to get the right people in your door
- ◉ Best Practice Onboarding Protocols
- ◉ How to Effectively use Performance Improvement Plans to your Advantage
- ◉ Employee Engagement



RECRUITING

- ◉ Effective Recruiting
 - Budget for new position
 - Plan ahead for costs of recruiting
 - Clearly state compensation, work schedules, benefits, and working conditions
 - Allow enough time between hire and first day of work
 - Set the expectations high

IS THIS YOUR CLASSIFIED JOB AD?

Medical Assistant
– Family Practice

Medical assistant
needed for a
well established
family practice
clinic. Please
send resume's
and inquiries to
bobbyjo@fpclinic.com

HOW ABOUT THIS AD INSTEAD?

Medical Assistant – Family Practice

Well established family practice that takes pride in providing quality care to our patients is looking for a medical assistant to work side by side with our physicians. Requirements include: Certified MA, two years experience in clinical setting, experience in and high comfort level with phlebotomy. Background check and proof of certifications required for all employment. Please send resume's and inquiries to bobbyjo@fpclinic.com

HIRING

- ◉ **Initial Screening**

- Initial phone screening
- Prepare a list of questions and maintain consistency

HIRING

⦿ Interview questions

- Be aware of federal, state and local laws that govern the interview and hiring process
- Employers cannot base employment decisions on personal characteristics such as:
 - Age, Race, Sex, Religion, National Origin, Disability
- Ask questions relating to skills and abilities
- Engage the candidate in meaningful responses

HIRING

- ◉ **Developing a strong job description**
 - Should be as detailed as possible to provide a clear picture of the responsibilities and required skills
 - Use the job description wisely
- ◉ **Recruiting for the position**
 - Internal vs. external postings
 - What does the ad say?
 - Evaluate the cost and effectiveness

HIRING

- ◉ Background Checks, Exclusion Checks, Criminal Checks and References
 - Obtain a signed release from the candidate
- ◉ Introductory Period / Probationary Period
 - Evaluate proper fit for the position

DO YOUR HOMEWORK!!

- Prior to Making an Offer to a Provider:
 - Verify Exclusion Status
 - Review Healthgrades scoring and patient reviews on social media websites
 - Verify Malpractice coverage, tail and request data on any cases

PROVIDER FIT

- Identify the strategy of the group
- Identify provider characteristics
- Review longevity

If a Provider has Moved a Few Times Staying 1-3
Years.....RED FLAG!!!

BEST PRACTICE ONBOARDING PROTOCOLS

- ◉ Review Job Description with candidate
- ◉ Verify previous employment
- ◉ Call references!!
- ◉ Orientation

Remember the Triple E

Explain Employee Expectations

COMPETENCIES

- Billers
- Receptionists
- Medical Assistants

Does Your Medical Organization Verify Skill Sets of On-Boarding Employees?

ALIGN EMPLOYEE SALARIES EQUITABLY BUDGET ACCORDINGLY

- ◉ **Achieve perceived equity by employee**
 - Identify a pay range for each job classification
 - Benchmark pay scales to other organizations
 - Figure in benefits to your total compensation package
 - Identify yearly increase policies

PHYSICIAN COMPENSATION

- Physician Compensation

- Identify what method compensation will be based on:
 - Straight productivity, productivity and seniority, productivity and quality measures, or a set salary with or without bonus options

Another presentation during this conference will cover this topic in more depth

EMPLOYEE MANUAL/HANDBOOK

- Protect your practice or medical organization
- Not Guidelines --- **Expectations**
- Should include an introduction and vision of the company, general employment information, and specific policies
- Should be given at the point of hire and a form signed by employee acknowledging the manual was given and understands its content

PROBATIONARY PERIOD

Use this Time Wisely!

Training & Education

Employee Manual/Handbook

Back-Up Plan

KEEP EMPLOYEES ENGAGED!

- ◉ Verbal acknowledgements
- ◉ Listen and value opinions
- ◉ Provide opportunities for personal development
- ◉ Be honest with and follow through with staff
- ◉ Provide mission statement
- ◉ Timely Evaluations

EMPLOYEE EVALUATIONS -TAKE THE TIME!

- Employee Performance Evaluation
 - Provides managers the opportunity to provide feedback to employees
 - Tool used to display strengths and weaknesses
 - Easier and often more beneficial to focus on education or improvement efforts, not compensation
 - Formal Recognition Plan

DISCIPLINE AND TERMINATION

- ◉ Performance Improvement Plan (PIP)
 - Expectations of performance improvement should be met within a specified timeline
 - If not met, further action is required
- ◉ Termination for Cause
 - Must adhere to all labor laws
 - Conduct exit interviews
 - Documentation of the cause of termination
- ◉ Reduction in Force
 - Document the process and selection criteria for layoffs
 - Perform an analysis to detect red flags for discrimination

DIFFICULT EMPLOYEES



WHAT IS A PIP?

Performance Improvement Plan (PIP)

- Expectations of performance improvement should be met within a specified timeline
- If not met, further action is required

Accountability is key

LABOR LAWS

- ◉ Labor Law examples
 - Fair Labor Standards Act (FLSA)
 - Family and Medical Leave Act (FMLA)
 - Occupational Safety and Health Act (OSHA)
 - Workers' Compensation Laws
 - American with Disabilities Act (ADA)
 - Discrimination and Wrongful Termination
 - Sexual Harassment
 - Limited English Proficiency (LEP)

RECORD KEEPING

◉ Record Keeping

- Each employee should have their own personnel file which includes: signed application, tax filing status, certifications or professional licenses, and employment agreement contracts.
- Additional files may include: performance reviews, disciplinary actions, background checks, references

WHY DID YOU HIRE THAT PERSON?
WHY ARE YOU KEEPING THAT PERSON?



Q & A



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