



Practices Can't Afford to Get Human Resources Wrong

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Objectives

- ↻ Learn best practice methodologies for setting up your practice or medical organization for success.
- ↻ Learn how to Hire the right people
- ↻ Learn about how engaged employees are more productive and have better patient outcomes.
- ↻ Learn best practices for enhanced financial oversight.
- ↻ Get a better understanding on solid quality and accountability measures that allow your practice to develop and be more sustainable & marketable.

The Office Christmas Picture – 2 Years Ago



Employee Manuals

- ▶ Must have guidelines in place to follow and protect the company
- ▶ 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

Let's Create an Employee Manual

- ▶ EEOC Guidelines
- ▶ Attendance Expectations
- ▶ Conduct Expectations
- ▶ Training & Education Expectations
- ▶ Compliance Expectations
- ▶ Disciplinary Guidelines

Create Effective Policies

- ▶ Code of Conduct
- ▶ HR / Attendance
- ▶ Dress Code
- ▶ HIPAA Privacy
- ▶ HIPAA Security
- ▶ OSHA
- ▶ Standard Operating Procedures
- ▶ Training & Education

Have a Recruitment Plan

- ▶ 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

Know the 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)

Have Up-to-Date Job Descriptions

- ▶ A Strong Job Description:
 - ▶ Should be as detailed as possible to provide a clear picture of the responsibilities and required skills
 - ▶ Remember ADA requirements
 - ▶ Employee Signature

Have Equity Alignment

- Compensation
 - Includes salary, benefits and paid time off
- Achieve Perceived Equity by Employee
 - Identify a pay range for each job classification
 - Benchmark pay scales to other organizations
 - Identify adjustments for years of service, special training, certifications and performance evaluations
 - Figure in benefits to your total compensation package
 - Identify yearly increase policies
 - Confidentiality

Remember the Triple E

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

**Explain
Employee
Expectations**

Any Questions So Far?????



Set the Culture of Your Organization

In return you will get:

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

DON'T Forget You're Part of that Culture!





Train & Educate Those Who Represent Your Practice

- ▶ Orientation
- ▶ Utilize Competencies
- ▶ Provide All Necessary Resources for Employees to Be Successful
- ▶ Let Your Employees Feel That You Care About His or Her Success



DON'T Make These Common Management Mistakes

- 1- Hire out of desperation
- 2- Not perform reference/exclusion/ background checks
- 3- Not set employee expectations from **day one**
- 4- Have a new employee train under an employee who may not be following proper office protocols



DON'T Make These Common Management Mistakes

- 5- Not performing timely evaluations of new hire during probationary period
- 6- Not tracking items given to employees
- 8- Not having documented training per federal & state guidelines



DON'T Make These Common Management Mistakes

9- Not setting goals for an employee annually

10-Not holding employees accountable for non-compliance of policies & procedures

Keep Your Employees Engaged!



Any Questions ?????





Remember the Five Most Common HR Lawsuits

- 1- Personal Injury
- 2- Overtime
- 3- Discrimination
- 4- Harassment
- 5- Wrongful Termination

Know Whose Handling the Practices' \$ \$\$

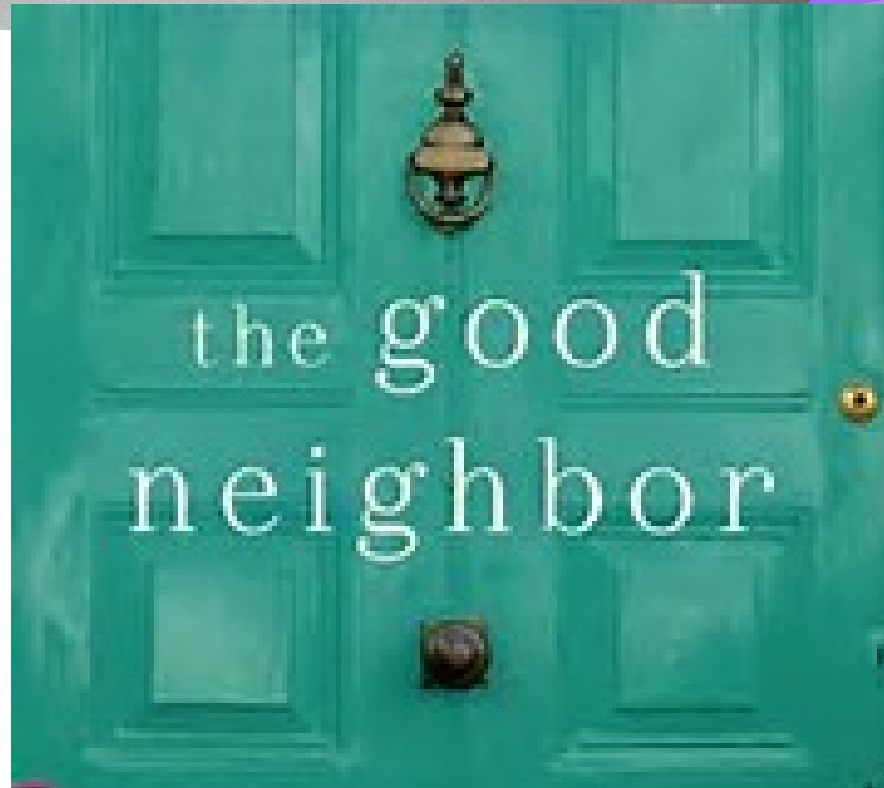
- Account for Impress Balances Daily
- Separate Cash, Check, Credit Card Receipts
- Have each employee double check one another
- Rotate who tallies overall deposit
- Collect Co-Pays & Back Balances at Time of Service

DON'T Interrupt Your Employees When Working with Patients



Remember How a Balance Goes Away?

- ▶ Debit
- ▶ Credit



Ensure Your Physician Practice is Quality-Driven?

- ▶ Quality Control
- ▶ On-Going Audits
- ▶ Quality Assurance Policies
- ▶ Accountability
- ▶ Compliance



Know Your Practice!!

- ▶ Know patient demographics
- ▶ Know your patients
- ▶ Know your employees
- ▶ Know your physicians
- ▶ Know your consultants
- ▶ Know your vendors

Questions???

**Thank you for your time today, please be
sure to complete your surveys!!!**

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