

# Management & Leadership for the Medical Practice

Guidance and tools to lead a  
high-performing team

This class is a virtual toolkit for any current or aspiring medical office manager. It is a perfect precursor to the Certified Medical Office Manager (CMOM)<sup>®</sup> program.

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## Reasons to Attend

- 1 This session provides comprehensive guidance and resources to be successful in a leadership role.
- 2 Participants will learn about the importance of engaging and motivating the team and its effect on retention and job satisfaction.
- 3 Get guidance on creating a positive practice image through patient satisfaction and employee engagement.
- 4 Interact with class participants in a role-play communication exercise.
- 5 Create patient engagement opportunities that will improve performance and quality measures.

# Program manual includes financial management forms, tools and sample letters.

## Program Highlights

### Medical Office Compliance

- Understand labor laws and regulations
- Establish ethics and ongoing compliance measures
- Proper structuring and compliance of employee handbook

### Practice Administration

- Manage day-to-day operational responsibilities
- Improve time management and effective communication skills
- Identify and minimize sources of risk in the office

### Employee Relations

- Hire, develop and retain the team, and motivate across generations
- Review of wage and salary administration guidelines
- Conduct more effective performance reviews

### Financial Management

- Quality control, financial and risk management
- Turn financial forecasting into patient-payer mix
- Approaches that will protect positive cash flow

### Managed Care Delivery System

- A look at managed care contracts and the patient payer mix
- Create a great patient experience for higher satisfaction
- Quality performance measures and impact on future reimbursement

## Who Should Attend

This class is ideal for anyone in a team lead role, charge, entry-level supervisor, or those moving up in the team. It is also beneficial for medical office managers looking for a refresher.

## Prerequisites

Attendees should have some background working in a medical facility with experience as a team lead or moving toward a supervisory role.

## What to Bring

A program manual will be supplied. No supplemental materials are required.

## Continuing Education



Continuing Education credits are awarded for attendance at this program. See PMI's web site for further details.

## Practice Management Institute

Practice Management Institute<sup>®</sup> (PMI) teaches physicians and their staffs how to properly navigate complex health care issues and secure every dollar rightfully due. PMI programs focus on solutions for coding, reimbursement, compliance and practice productivity. These training programs have been hosted in leading hospitals, medical societies and colleges across the U.S. for more than 30 years.

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## PMI awards certification by exam in four administrative areas:



Certified Medical **Coder** (CMC)<sup>®</sup>



Certified Medical **Insurance Specialist** (CMIS)<sup>®</sup>



Certified Medical **Office Manager** (CMOM)<sup>®</sup>



Certified Medical **Compliance Officer** (CMCO)<sup>®</sup>