


Pearl #24

Count the
ways

Date _____



Completed

1.	<input checked="" type="checkbox"/>
2.	<input checked="" type="checkbox"/>
3.	<input checked="" type="checkbox"/>
4.	<input checked="" type="checkbox"/>
5.	<input checked="" type="checkbox"/>
6.	<input checked="" type="checkbox"/>
7.	<input checked="" type="checkbox"/>
8.	<input checked="" type="checkbox"/>
9.	<input checked="" type="checkbox"/>
10.	<input checked="" type="checkbox"/>
11.	<input checked="" type="checkbox"/>
12.	<input checked="" type="checkbox"/>
13.	<input checked="" type="checkbox"/>
14.	<input type="checkbox"/>
15.	<input type="checkbox"/>
16.	<input type="checkbox"/>

**Things
you've
DONE**



Pay Attention.

Acknowledge 3 things that you learned from your co-workers, staff, doctors or managers at the end of each week.

Improve Patient Compliance

Have patients repeat “at home” instructions to you before they leave the office to assure that they fully understand them.

- *Rx*
- *Exercise*
- *Post Op Care*
- *Orthotics*
- *Re-dressings, etc.*

❖ **BULLETIZE THEM!**





Listen More than you Speak

If you insist on monopolizing the conversation, you are just repeating stuff you already know.

Learn to actively listen... and you may learn something new.

Rescue your captive doctor

Go in (to the treatment room) and ask,
“Doctor, are you ready for me?” giving
him/her a subtle way out.





Credibility=Believability

Assuming is not the same as knowing. Facts are always important when making a credible point.



Who let the dogs out?

Make sure patients are set up in the treatment chair with BOTH shoes removed before the doctor enters.



Go-Ed

Instead of informing patients that the office is closed due to a “Staff Meeting” post a sign on your door that says...





What's Your Plan?

Staff meetings are always more productive if Action Plans are created and aligned to goals; then followed through and managed.

Staff Meeting Action Plans

Date of Meeting _____

Goal	Action Steps <i>What steps need to be taken in order to accomplish your goal?</i>	Owner <i>Who is responsible?</i>	Target Completion Date	Status <i>(circle one)</i>
A. Market new laser system	1. Send PCP's letter introducing it	Debbie	Nov 30	Open Pending/Closed
	2. Put it on website for patients	Sue		
	3. Create new doctor-presentation	Doctor		
B.	1.			Open/Pending/Closed
	2.			
	3.			
C.	1.			Open/Pending/Closed
	2.			
	3.			
D.	1.			Open/Pending/Closed
	2.			
	3.			
E.	1.			Open/Pending/Closed
	2.			
	3.			

Stay in compliance.

Make HIPAA or OSHA an item on every staff meeting agenda and document discussions to indicate ongoing education.

Universal Safety
Precautions





EZ Online Scheduling

54% of consumers said the ability to book an appointment online would be more convenient for them.

A Wise Investment!

What doctors invest in their employees is MORE than what employees see in their paycheck.



Compensation Worksheet

Practice Name	
Compensation and Benefits Statement	
A. Your data	
	Name _____
	Social Security Number _____
	Date of Birth _____
	Date of Hire _____
	Part Time/Full Time _____
	Position Held _____
B. Government Required Contributions	
<p>If you are disabled, die or retire, Social Security may provide a monthly income to you or your surviving beneficiaries. Upon your retirement, you may receive a monthly benefit of \$_____ per month. To obtain records of your earnings history and an estimate of your retirement benefits, call the Social Security Administration at 1-800-772-1213 or use their self-calculating system by visiting them online at: http://www.ssa.gov/planners/calculators.htm</p>	
\$ _____	Social Security _____
\$ _____	Medicare _____
\$ _____	FICA _____
\$ _____	Unemployment Insurance _____
\$ _____	Workers Compensation _____
\$ _____	Total _____
C. Medical, Retirement and Other Benefits	
\$ _____	Health Insurance _____
\$ _____	Short-Term Disability _____
\$ _____	Long Term Disability _____
\$ _____	Group Life and Accidental Death Ins _____
\$ _____	Health Care Flexible Spending Acct _____
\$ _____	Profit Sharing Retirement Fund _____
\$ _____	401 Safe Harbor Contribution _____
\$ _____	Total _____
D. Paid Time Off	

Pearl #36

Have a little cheese with your whine?

New policy: No complaints will
be heard unless they are also
accompanied by three
solutions.



PEOPLE WHO STEAL

■ Never ■ Always ■ Opportunity exists



- ▶ Embezzlement happens when a practice has absent security measures.
- ▶ Embezzlement happens...because it can!

Over-the-Top Confidence



Patients will many times confide in a staff person before they do in their doctor because staff are perceived as less intimidating to them. This has its advantages.



Pearl #39

Picture this!

When creating a procedure manual, include visuals for better understanding.



Pearl #40

Patients Matter

Patient Satisfaction Surveys DO provide valuable information. Is there something to be afraid of?

We Aim to Please You!

At _____, we strive to deliver the highest quality foot care to you and your family. Please help us identify our areas of strengths and weaknesses so that we may continue to serve you better. Your answers are strictly confidential. **Thank you** for your time and valuable insight.



		Excellent	Good	Fair	Poor
RATE YOUR APPOINTMENT					
1. Length of time to get an appointment					
2. Convenience of available appointment					
3. Wait time in reception room					
4. Time waiting for Dr. in treatment room					
Other comments:					
RATE OUR FACILITY					
1. Office hours and location					
2. Cleanliness and comfort					
3. Parking					
4. Reading materials					
5. Ease and accessibility of website					
Other comments:					
RATE OUR STAFF					
1. Courtesy and helpfulness					
2. Professional					
3. Friendly					
4. Knowledgeable					
Other comments:					
RATE YOUR DOCTOR					
Please provide the name of the doctor you saw:					
1. Completely explained my condition					
2. Knowledgeable					
3. Thoroughness of exam					
4. Attentiveness					
5. Spent enough time					

Pearl #41

Enjoy Your Experience?

Downers Grove Podiatry

We invite you to review us online.
Your kind words help us help others.

We appreciate your feedback

visit:

www.downersgrovepodiatry.com/reviews.html

**Feedback is
only a request
away.**

If you know your patient has had a satisfying experience, ask for their online recommendation.

Pearl #42

Curb the Gossip

‘nuff said!

Before you speak...

T H I N K !

T - is it true?

h - is it helpful?

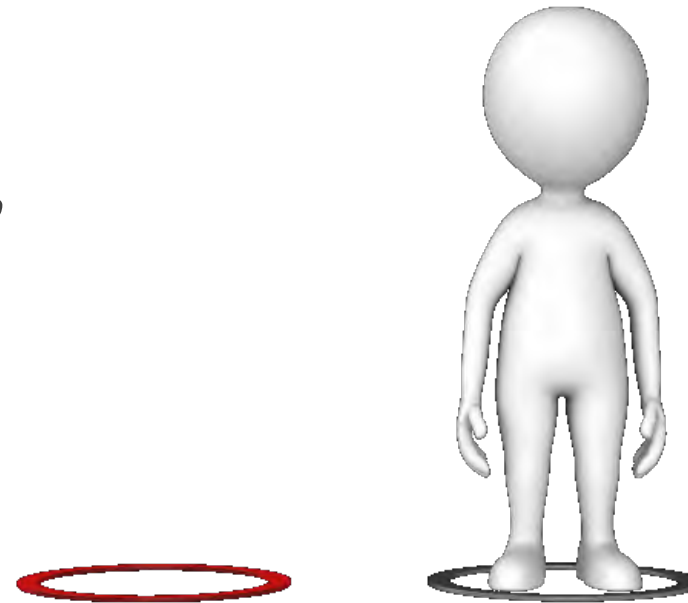
i - is it inspiring?

n - is it necessary?

k - is it kind?

Don't Move My Cheese!

Even though change is hard,
nothing will change if
nothing changes.





Got a Tip or Pearl that you'd like to share?
Email - lynn@soshms.com