



### AGENDA

- ✓ What Is Our Profession?
- ✓ Defining The Competencies
- ✓ Self Assessment
- ✓ Tools For Growth
- ✓ What About Professional Responsibility
- ✓ What Is Your Legacy?

### What Is A Profession?

- ✓ Life's Work
- ✓ A calling requiring specialized knowledge and often long and intensive academic preparation
- ✓ A principal calling, vocation or employment

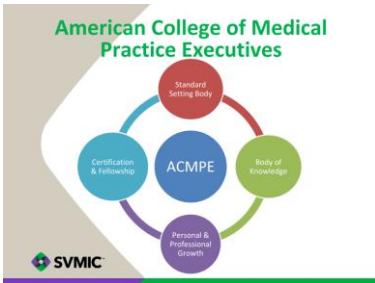


### What Is Our Profession?






### What Is Our Profession?

Medical Practice Executive	Chief Executive Officer	Chief Operating Officer
Administrator	Office Manager	Business Manager
Owner	Spouse	



### Body of Knowledge

Pipes	<ul style="list-style-type: none"> <li>• Fluids</li> <li>• Gasses</li> </ul>	
Measuring	<ul style="list-style-type: none"> <li>• Volume</li> <li>• Length</li> <li>• Circumference</li> </ul>	
Mechanical	<ul style="list-style-type: none"> <li>• Saw</li> <li>• Thread</li> <li>• Assemble</li> </ul>	

# The Body of Knowledge

Dynamic – NOT Static

Accounting Weekly, 12 May 1933

**The good wife's guide**

- **Under no circumstances** has paper an influence on a husband over the wife.
- **Never** the main motive of the wife to avoid a husband's attention is to be the only one in the household who has a certain knowledge of his habits and habits, and to tell him what he has done or what he is doing.
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# What Is Our Profession?

## Who Else, But You?

# Areas of Competence

- Operations Management
- Financial Management
- Organizational Management
- Patient-Centered Care
- Risk & Compliance Management

# Operations Management

*In medical practice management, operations management requires understanding of business operations and effective management of a medical practice.*

- Process Improvement
- Project Management
- Information Technology
- Communications & Marketing
- Resource Management
- Purchasing
- Facility Management

# Financial Management

*Financial management in a medical practice requires skills in accounting, budgeting, revenue cycle management and financial analysis.*

- Revenue Cycle
- Cash Flow
- Accounts Payable
- Payroll
- Budgets
- Audits

# Human Resource Management

*In medical practice management, human resource management requires demonstrating effective staffing strategy, recruitment and retention, training, a performance evaluation process, a personal commitment to enhancing your knowledge base, and compliance with employment law.*

- Staffing Plans
- Staff Retention
- Training & Development
- Compensation
- Benefits
- Performance Evaluations
- Employment Law

# Organizational Governance

*Organizational governance involves the ability to facilitate the corporate legal structure, define policy and define the organization's culture.*

- Legal Structure
- Governance Process
- Mission, Vision & Values
- Culture
- Fiduciary Responsibilities

# Patient-Centered Care

*Patient-centered care refers to the ability to create and environment and develop processes that support the best possible patient encounters*

- Care-Coordination
- Patient Outcomes
- Quality Initiatives
- Measure Results
- Patient Input

### Risk & Compliance Management

*Risk and compliance management involves maintaining a program to provide an overall safe environment, prevent or minimize adverse events, and comply with federal and state laws and regulations.*

Create A Safe Environment

Policies & Procedures

Compliance Programs

Training

Accreditation & Licensure



### Be Careful When You Think You've Got it Figured Out!

- ✓ You've carefully thought out all the angles.
- ✓ You've done it a thousand times.
- ✓ It comes naturally to you.
- ✓ You know what you're doing, it's what you've been trained to do your whole life.
- ✓ Nothing could possibly go wrong ... ..right ?




### Core Traits Of A Medical Practice Executive

- ✓ Wise
- ✓ Integrity
- ✓ Ethical
- ✓ Fair
- ✓ Tenacious
- ✓ Leader
- ✓ Follower
- ✓ Facilitator
- ✓ Mediator
- ✓ Consensus Builder

- ✓ Organizer
- ✓ Ability to Communicate
  - § Orally
  - § Written
  - § Spirit
- ✓ Counselor
- ✓ Financially Skillful
- ✓ Ability to Handle Multiple Tasks
- ✓ Compassionate
- ✓ Humble




### Seeking The Perfect Medical Practice Administrator



Do You Qualify?



### Self Assessment

#### Why Is Self Assessment Important?

Are you given constructive input from your physicians?

Do you have daily goals and objectives?

Where do you sit in the organization?

Are your physicians committed to your professional growth?


Do the organizations values match your own?



### ACMPE Knowledge Assessment

- ✓ ACMPE Knowledge Assessment, 3rd Edition, is an online self-scored, objective 175 multiple-choice question evaluation of your strengths and areas for further development within the six domains defined in the Body of Knowledge for Medical Practice Management, 3rd Edition.
- ✓ Questions are linked to resources that can be used for further study. The assessment can be taken more than once to track your knowledge development.
- ✓ Use the assessment to:
  - ✓ Identify your core strengths
  - ✓ Prepare for the board certification exams
  - ✓ Assess your staff's strengths and development opportunities

U \$119 for members  
U \$139 for others





### Self Assessment




### Self Assessment

#### Assess All Of Your Life Balance



## Tools For Growth

**AMERICAN COLLEGE OF MEDICAL PRACTICE EXECUTIVES**  
**MEDICAL GROUP MANAGEMENT ASSOCIATION**  
**MGMA SPECIALTY ASSEMBLIES**  
 State MGMA  
 Local Chapter MGMA

## Tools For Growth

- ✓ Networking
- ✓ MGMA Educational Programs
- ✓ College and University Programs
- ✓ Seminars
- ✓ Periodicals
- ✓ Publications
- ✓ Consultants
- ✓ Mentors

## ACMPE Certification

**Certification Program Until December 31, 2018**

- ✓ To apply for board certification, you must:
  - ✓ Be a current MGMA member
  - ✓ Have two years of healthcare management experience
  - ✓ Have six months of experience in a supervisory role
  - ✓ Pay a \$250 application and processing fee
- **Pass a multiple choice exam** - This 175-item, multiple-choice exam assesses your on-the-job knowledge of the broad scope of group practice management principles and practices, as described in the six domains of the Body of Knowledge for Medical Practice Management.
- **Pass a scenario-based exam** - This 90-item exam assesses in-depth knowledge of medical practice management principles, problem-solving and decision-making skills a candidate would need to handle and resolve real-world medical practice issues through 18-25 scenarios.
- **Earn 50 hours of continuing education (CE)** - You can start earning CE 30 days prior to your nominee acceptance date through a variety of qualifying activities. CE credit can also be earned during your exam preparation and after passing the exams.

## ACMPE Fellowship

- ✓ To achieve Fellowship status you must:
  - ✓ Be a current Medical Group Management Association (MGMA) member
  - ✓ Earn the Certified Medical Practice Executive credential
  - ✓ Pay the one-time \$250 application and processing fee
  - ✓ Earn and maintain continuing education hours
  - ✓ Write one professional paper or business plan proposal

## Professional Responsibility

- ✓ **Must Insure That You Are Competent**
- ✓ **Obligation To Give Back To The Profession**
  - ✓ Membership In All Levels of MGMA and ACMPE
  - ✓ Participate
  - ✓ Offer To Contribute
  - ✓ Mentor Others
- ✓ **Tout The Attributes Of The Profession**
  - ✓ Colleagues
  - ✓ Physicians
  - ✓ Community

## What Is Your Legacy?

- ✓ Are You The Best Manager You Can Be?
- ✓ Do You Lead Change For The Betterment Of Your Practice?
- ✓ Have You Impacted The Delivery Of Health Care In Your Community?
- ✓ Do Others Look To You For Leadership In Medical Practice Management?
- ✓ Have You Mentored Others To Be The Best They Can Be?
- ✓ Are You A Friend On Which Other Managers Can Rely?

## Developing Professional Competence

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