

Tools for Medical Practice Leaders

Improving Team Performance

THE MEDICAL PRACTICE CHALLENGE

The high volume of a busy medical practice, coupled with reduced reimbursements of managed care, and the economic downturn, contributes to stress, low morale and high turnover. While practices work to build a loyal customer base, deliver excellent service, control costs, and manage growth, they also need to develop their employees' competencies and attitudes to keep pace with change and competition. However, the skills required to become a good physician are not necessarily those needed to build a strong, effective team. The old model of top down management no longer resonates with today's workforce. Often there is a gap between the vision of the leaders and the implementation by the staff, which results in frustration at all levels.

WHAT WE CAN DO FOR YOU

- Improve performance by creating effective work teams
- Create a customer satisfaction culture
- Build trust among partners and staff
- Improve decision-making and interactions with physicians
- Reduce stress and manage conflict
- Increase accountability
- Prepare for growth
- Improve morale

4 KEY APPROACHES

1. **Medical Practice Partnership:** Create a shared vision, prioritizing goals and strengthening communication.
2. **Organizational Development:** Align vision and values, with organizational policies, practices, procedures and strategies.
3. **Staff Leadership:** Improve leadership skills of managers and team leaders to fulfill the practice's vision, goals and strategies.
4. **Team Building:** Renew energy and commitment; elevating performance and accountability at all levels.