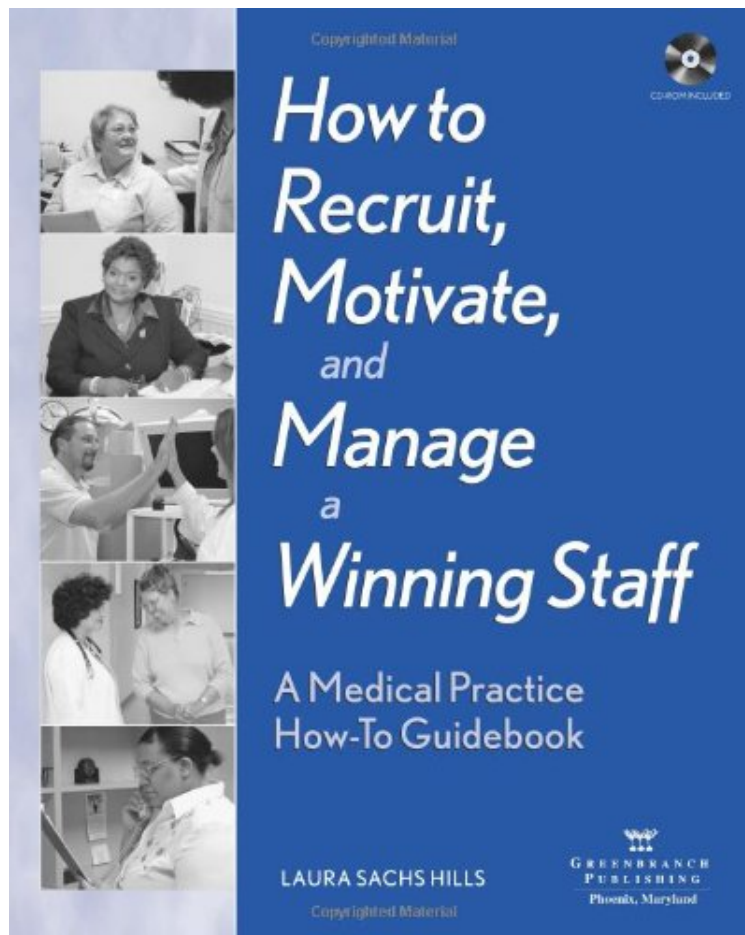


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How to Recruit, Motivate, and Manage a Winning Staff: A Medical Practice How-To Guidebook

Laura Sachs Hills

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Laura Sachs Hills : How to Recruit, Motivate, and Manage a Winning Staff: A Medical Practice How-To Guidebook before purchasing it in order to gage whether or not it would be worth my time, and all praised How to Recruit, Motivate, and Manage a Winning Staff: A Medical Practice How-To Guidebook:

From the receptionist on the front lines, to the coding specialist behind the scenes, to the caregivers in between, every staff member has a powerful influence on the success of a medical practice. Staff can affect professional image, professional relationships, patient referrals, efficiency, and the growth and profitability of a practice. In How to Recruit, Motivate and Manage a Winning Staff, Laura Sachs Hills offers her best strategies for developing a team of

employees who are committed to the health and well-being of the patients and the practice. Her no-nonsense advice -- supported by over 20 years experience -- includes field-tested examples, sample dialogues, action checklists and more -- to show physicians, practice managers and administrators exactly how to recruit, hire, motivate, evaluate, and, when necessary, fire employees. Bonus tool is a CD-ROM with over 40 checklists and sample letters in pdf and MS Word that allow you to type in your own data over the existing information. These ready to print forms and letters make it even easier to deal with staff related circumstances as they arise.

Every physician or practice administrator needs to keep this amazing resource on the shelf or desk for ready reference. -- Laurel Bartholomew, Practice Administrator, Tempe, AZ
No matter how talented and wonderful a physician is, the employees in the office can make or break a practice. -- Susan G. Genrich, CMM
These are real answers to the problems I face day in and day out. The CD-ROM alone is valuable. -- Richard Britton, MD
From the Publisher
As competent as you may be at what you do and as personable and people-oriented as you may be, your STAFF can make or break your professional practice. Every person who works in your practice has an important impact on the quality of care your patients receive, on your own enjoyment of your work, and on your bottom line. Unfortunately, many medical practitioners and staff office managers lack the background, training, and management know-how to develop a first-rate staff. With this book, Laura Sachs Hills has put together a very readable and enjoyable step-by-step approach to personnel management specifically designed for the medical practice. You'll learn the very best ways to recruit, hire, motivate, evaluate, and when necessary, fire employees. You'll discover how to handle an array of problem employees, establish excellent office policies, conduct productive staff meetings, prevent or deflect staff conflicts, deal with tardiness and absenteeism, become a better delegator and much, much more.
About the Author
Laura Sachs Hills is a Fairfax, Virginia-based medical practice management author, speaker and consultant who has helped private-practice professionals grow and improve their practices for more than 20 years.