

# BLACK BELT in Office Management



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# Objectives of this presentation:

- Skills needed to be a good office manager
- The importance of being a team leader (guide) and a role model
- How to encourage team-mate mentality
- Learn how to let go & delegate
- How to be **EXTRA!**

# Reliability

- Being the office manager means that you are not really the 8-hour employee any longer.
- You must have an impeccable attendance record
- You must be accessible by phone and/or email before, during, and after work hours.
- You staff needs to know they can RELY on you at any time for any thing.



# Discretion



- You will be in possession of confidential information – and not just patient information. There will be personal matters that employees are dealing with, there is payroll confidentiality, there are private business deals and negotiations, etc...
- You will also need to be discreet in the event of an office emergency (calling 911 for a patient that has passed out, dealing with an irrational patient, etc...)

# Be a great COMMUNICATOR

- **Talk to your staff EVERYDAY**
- Let them know that your door is always open and you will always be receptive to their concerns
- Encourage employees to be honest with management
- Be clear in your instructions and delegation of duties



# Team-Building

- Attend an event outside of the office together
- Do something as a group
- Have a holiday celebration
- Attend a community event or health-fair
- Celebrate office birthdays

# Be Organized



- Keep impeccable records
- Keep up with the building, inside and out
- Track reporting periods (MIPS/MACRA)
- Keep a paper calendar & a rolodex!
- Write down all passwords on vendor file folders
- **EMAIL YOURSELF EVERYTHING IMPORTANT!**

# Inventory

- Durable Medical Equipment (DME)
- Office Supplies
- Retail Products
  
- Put contact information in your phone that way you can call / text / email when you are on-the-go.

# The office problem solver

- Troubleshoot to FIND the problem and make sure it exists (no hearsay, word-of-mouth, or he/she said)
- Act swiftly
- Problem solving should be fairly easy if you have an EMPLOYEE HANDBOOK
- Keep the staff happy
- Keep the patients happy
- Remember there IS a solution to every problem

# Follow my LEAD

- Build it and they will come ~~ Be a great leader and they will follow
- A great leader walks *beside* her staff
- A leader shows strength and unity, they GUIDE with a collaborative effort
- A great leader bridges office gaps – front office/back office.
- Be the MORTAR!

# Responsibilities and deadlines

- Give clearly delineated responsibilities
- Give DEADLINES.

# Have a seat

Take a walk through your office....

and have a seat (LITERALLY)!

# Be People-y

- Don't ever say you hate people, or are annoyed by the patients and/or office staff
- Be mindful that some of the elderly patients haven't spoken to another human for days and days
- Remember that everyone wears a "suit"

# Office DONT'S

- I hate people
- *I love my job* ← that's in "sarcasm font"
- Our patients are a bunch of idiots
- Stupid people annoy me
- I wish this phone would stop ringing
- I'm so glad half the patients no-showed/cancelled today
- I have nothing to do



# Encourage a team-mate mentality

- Stress how vital each employees role is
- Host team-building events
- Incentivize your staff (money talks!)
- Ask their opinions; let them know they matter



# Cut the Cord!

- Learn to let-go and delegate tasks
- Trust your staff enough to give them responsibility
- Give them a little extra so THEY can delegate
- Ultimately we are all working TOGETHER towards one common goal

# Hiring...

- When hiring - **do your homework** – background check, Google, social media, past employers, etc.
- Training – take the time to make sure all new hires are properly trained – DO NOT set them up to fail.
- Make sure they are given the Employee Handbook and have signed for it! (No excuses)
- EMR log-in should be granted immediately.

# ....and FIRING!

- Some terminations are easier than others
- ALWAYS terminate someone in person, with a witness present
- If firing for just-cause, make sure you have proof and/or documentation
- Make sure employees who are terminated are paid no later than the next scheduled pay-period.

# Be **EXTRA**

- Extra MILE, extra SMILE
- Remember, you are in the CUSTOMER SERVICE industry equally as much as you are in the healthcare industry.
- Just be **EXTRA**

# Thank you!!!

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