Dynamics of Physician Practice Management

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Abass Ali Cesay

Learning Opportunities

- Cancellation and no-shows' project
- Phone scripts
- Opening of new clinic/facility process
- Sistersville tracking
- Supply needs for each individual clinic.
- Demographic and episode for PM with clinical background.
- Advocacy and conflict resolutions

Patient Cancellations and No-shows' Project

- The goal of this project was to find out why cancellations and no-shows were high.
- The findings indicated that patients feeling better, forgetfulness, lack of reminders, wait time, COVID-19, other illnesses, weather and transportation, and unexpected personal reasons.
- The outcome of this project resulted in writing a phone script for the problems discovered during the project.

Mitigation Strategies

- Guidelines for appointment reminders for new patients and established.
- Guidelines for patients who are feeling better.
- Guidelines for delayed patients.
- Guidelines for patients requesting medication refill; front desk and nurse.
- Guidelines for wait listed patients or a new patient.
- Guidelines for patients requesting medication refill; front desk and nurse.

Script to Mitigate Patients Cancellations and No-shows:

- Show charge
- Double booking
- Walk-in clinic
- Automated reminder calls
- Reminder by call or text
- Designated cancellation line
- Patient centered care

Practicum Site

Marietta Memorial Health System (MMHS) is a regional health system in Marietta, Ohio. Marietta is bordered with West Virginia; the health system provides comprehensive healthcare to Ohioans and West Virginians. MMHS has 3 major hospital in Ohio and 1 in West Virginia.

The practicum experience was unique because I was in different location daily and in two states bi-weekly, and that provided a different experience weekly.

Also, the supervisor has a clinical background as an athletic trainer. She move from a clinic role to an administrative role managing 7 clinics.

I was doing my practicum in conjunction with taking a Research Design class, and the duration of the practicum was 250 hours.

I was at the practicum site 5 days a week, except some Thursdays when I had class and I must travel to Columbus. The practicum was in five different locations: Department of Neurosurgery-Marietta, Department of Neurosurgery-Belpre, Department of Sports Medicine Wayne St, and Sistersville's Department of Specialty.

I invested most of the time in the cancellations and no-show's project, Sistersville’s tracking, and direct observation of practice manager (PM) followed by asking relevant questions.

Practicum Completion Methods

I was at the practicum site 5 days a week, except some Thursdays when I had class and I must travel to Columbus. The practicum was in five different locations: Department of Neurosurgery-Marietta, Department of Neurosurgery-Belpre, Department of Sports Medicine Wayne St, and Sistersville's Department of Specialty.

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Takeaway

- The cancellations and no-shows' project was presented to three departments.
- Although, the Sports Medicine and Neurosurgery departments, were more receptive to the idea of phone scripts and indicated it will helpful, especially to floats and new employees.
- Also, they did made recommendation that were added to the project such as changing the scripts names to guidelines rather than phone scripts.
- However, Department of Neurology were not receptive to the idea of phone script.

References


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