

Practice Check-up Checklist

General Practice Check-Up:

- Was the practice's performance this year consistent with our vision, values, and mission?
- What were our accomplishments? Our failures? What lessons can we learn from both?
- How did our practice react to changes in the healthcare environment?
- A practice is like a living organism. Did our practice grow this year, or is it dying? There is no "stayed the same."
- What did we do to grow our practice? Were we successful?
- How did our board function? Did we have participation from our physicians? Did we develop new leadership?
- Are we a patient-centric practice? How do we know? And if not, why not, and how can we become so?

Management Check-Up:

- Did we perform as a finely tuned orchestra, or as a cacophonous garage band?
- Did we meet our financial goals? Did we even *have* financial goals?
- Do we have the right staff in the right positions doing the right things? What are the opportunities for improvement?
- Did we work to improve our processes, and to increase effectiveness and efficiency?
- Have we evaluated the manager and her performance? Have we set goals for the coming year?

Revenue Cycle Check-Up:

- Have we analyzed the revenue cycle from start to finish?
- Have we looked at each process to determine its level of effectiveness and efficiency?
- Have we reviewed our data acquisition accuracy?
- Have we analyzed our payer mix, contracts, and payer relationships?
- Have we focused on our KPIs (key performance indicators) and benchmarked our practice against "best practices?"
- Are we maximizing the features and capabilities of our practice management system?

Operational Check-Up:

- Have we checked our compliance documents within the last year?
- Are we up-to-date on HIPAA training, OSHA training, etc?
- Have we developed a matrix of all our insurance policies? Does our coverage still suit our needs?
- Have we checked all of our leases?
- Are our personnel policies and files up-to-date?

- Are we current on employee evaluations? Do we need to re-evaluate our job descriptions?
- When was the last time we analyzed our phone bill, to ensure that we aren't still paying for the five phone lines that we supposedly terminated three years ago?
- How effective are our programs to build employee morale and recognize outstanding contributions?