

PRACTICE MANAGEMENT CHECKLIST: TEST THE PERFORMANCE OF YOUR MEDICAL PRACTICE

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Too often, operators of medical practices get caught up in the day-to-day demands of practice management and neglect to periodically assess the practice's overall performance. A practice assessment provides an opportunity to identify areas for improvement and a means to pursue solutions for optimal practice performance. The *Practice Management Checklist* below offers foundational questions to help practice managers as they begin to test their practice's performance.

Front Office

- Is there a checklist in place for the staff's reference to ensure appropriate collection of patient information (i.e., demographics and insurance information)?
 - Is insurance information collected during the initial patient scheduling phone call to the practice? Is it verified online with the insurance carrier?
 - Does your practice require and copy a photo ID?
 - Is a Notice of Patient Privacy (NPP) provided to every new patient?
- Does your practice have a point-of-service collection policy in place?
- Are patients able to schedule same-day appointments? Can appointments be made online? Are extended or weekend hours available?
- Does your practice have a set policy regarding appointment reminders, cancellations, and no-shows?

Business Office

- Are there internal controls in place to protect your practice from risk?
 - Financial controls (handling cash, deposits), security/IT controls, and inventory?
- Do you review your third-party/commercial payer contracts annually?
- Are EOBs reviewed to verify that fees are being paid in accordance with current contracts?
- Is your fee schedule set to 150% - 200% of Medicare allowable? Is it reviewed in conjunction with current private insurance carrier contracts?
- Do you regularly audit your denials to look for areas to improve collections?

Operational Work Flow

- Are clinical and support staff working at the top of their licensure to maximize efficiency?
 - Is there an organizational chart in place?
- Does the practice have provider-approved medical guidelines/policies in place (i.e., order sets, triage?)
- Do staff members have clear roles and responsibilities based on position title?
- Is your practice meeting the needs of patients (i.e., minimal wait times, urgent care needs, waitlist?) Check out: [4 Key Issues in Provider Schedules](#)

Practice Performance

- Does your practice utilize a performance dashboard/scorecard that is benchmarked to industry best practices? Are you leveraging data strategically?
- Does your practice conduct patient satisfaction surveys and take action based on results?
- Are referrals (to/from) standardized and monitored for efficient patient care coordination?
- Have physician compensation arrangements been reviewed for compliance and reasonableness? Check out: [Checklist for Physician Compensation Arrangements](#)

For medical practice leaders and managers, these questions are intended to provoke a thoughtful assessment of your own practice's performance. If you answered no to any of these questions, then you have successfully identified an opportunity to improve your practice's operations and enhance both your staff's and your patients' experience.

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