



5 More Ways to Improve Practice Productivity

This is an extra resource to go along with the original article:
[How should your healthcare practice measure productivity?](#)

Here are a few specific ways that clinics can improve their productivity, and, ultimately, their patient care.

1. Perform a workflow analysis

Performing a workflow analysis will allow you to map out processes for tasks so you can see areas where productivity may be low.

Key areas to map might include the patient visit (from check-in to check-out) and the billing cycle (from patient check-out, through the reimbursement process, to payment posting).

2. Delegate tasks

If physicians focus on tasks not related to their actual practice, they may be less productive over time. Making copies of files or walking patients through an intake process could be performed by anyone in the clinic, for example.

In a practice with several physicians and assistants, you might consider hiring one credentialed nurse to handle patient education, clinical callbacks, and triage, for instance.

This focus on specialization may be a huge time saver in your clinic if each person has a specific task that they focus on. Choose members of the team according to personality and interest so that the roles they take on fulfill them and are also performed correctly.

3. Enable patient portals

Patient portals are an excellent way to improve communication with patients without the use of other employees' time. From anywhere, at any time, patients can send a message, check the status of their prescriptions, or schedule an appointment.

Enabling the ability for patients to access more healthcare resources online, on their own time, saves time spent in the clinic and improves the overall patient experience by giving them more control.

Online intake forms or other online resources are another way you can use technology to put care back into the patient's hands while still providing top quality care.

4. Motivate and reward clinic staff

Happy employees are often more productivity. It's important for management to recognize staff for a job well done.

IntakeQ

While financial incentives may seem like the most effective form of motivation, it's possible to motivate employees without the promise of a hefty bonus at the end of the year (especially if you can't afford it). A reward can simply be a token of appreciation, or even a "thank you." It's important to remember, however, that in some ways your entire staff contributes to the well being of your clinic. So don't select staff randomly. Set goals and celebrate when the team achieves them.

5. Benchmark your success

As Tom Peters, author of *In Search of Excellence* is famous for saying, "You cannot manage what you do not measure."

Every clinic will have its own process for how procedures are completed, but following benchmarks can be an effective way to measure whether the way you are running your business is actually effective.

Using measurement tools such as digital dashboards is another effective way to ensure you are running at peak efficiency.

According to Pennsylvania Medical Society, the best Sources for benchmarking a medical practice are:

- Medical Group Management Association www.mgma.com
- Healthcare Financial Management Association www.hfma.org
- Medicare www.cms.gov
- National Commission on Quality Assurance www.ncqa.org