

# Suggested Discussion Topics for Practice Administration Mentors and Mentees

*The following are examples of topics for mentors and mentees to discuss:*

## Leadership

1. New Practice Administrators- strategies for success
  - a. Staying aligned with your doctors
  - b. Managing
    - i. Managing up to your Board of Directors, Managing Partners and individual doctors
    - ii. Managing other Managers
  - c. Communication strategies up, down & sideways
2. Expanding your professional network through ASRS
3. Effective Planning
  - a. Strategic vs. Operational
  - b. Day-to-day
4. Charting your personal leadership development
5. Dealing with stress

## Operations

1. Department Level Operations
  - a. Clinic
  - b. Imaging
  - c. Clinical research
  - d. Registration
  - e. Billing/Collections
  - f. Financial counseling for patients
  - g. Marketing
2. Drug inventory management/systems
3. Managing IT resources
4. Maintaining standard operating procedures & policies
5. Monitoring changes in the health care environment
6. Real estate
7. Operations – Governance/Meetings/Subcommittee/Minutes/Robert's Rules of Order
8. Compliance – documentation auditing, clinical data entry
9. Marketing
10. Contract administration
11. Satisfaction surveys (patient, referring physicians)
12. Internal auditing (data entry, data integrity, clinical)
13. Business insurance

**Human Resources**

1. Effective coaching strategies
2. Refining your emotional intelligence and relationship skills
3. Payroll systems/processes
4. Performance management tools & techniques
5. Compensation & benefits strategies
6. Effective recognition programs
7. Employee engagement & retention strategies
8. Aligning a training program with your daily operations
9. Employee handbook/policy manuals

**Financial management**

1. Techniques to control overhead expenses
2. Financial statements
3. Budgeting
4. Identify and report on key performance indicators
5. Proforma element
6. Managing drug inventory and liability
7. Capital investments
8. Real Estate
9. Accounting systems
10. Private equity, ancillary businesses, corporations, or LLCs