Linked in or Locked out: Building Connections that Matter

2011 Michigan Primary Care Association Annual Conference
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Risk Management

- Objective for the breakout sessions will be to touch on some of the risks that a Health Center faces today. These can vary from the human factor of employees to the financial aspects of budgets and grant writing to the clinical care in the delivery of services.

What type of blueprint should a Health Center have to help with all these moving targets?
1. Human Resources

• How do you stay current on the employment laws?
• Hiring and firing do’s and don’ts
• What can you screen for in the initial interview process?
• How often have you visited facebook or google for your employees?
• Do you have a policy for social media for staff, clinicians?
• How do I retain the best staff and keep them productive and HAPPY?

2. Revenue Cycle Management

• What do I need to measure and how do I measure?
• Are we billing all services that are provided?
• Will the documentation stand up to audit/RACs

3. Clinicians and Specialists

• How do I make sure we are providing the best quality of care?
• What do I need to measure and how do I measure?
• How do I retain the best staff and keep them productive and HAPPY?
4. Operation Management

- What do I need to measure and how do I measure?
- What does accreditation mean to my Center?
- How do I make sure we keep this accreditation?
- Is my compliance plan current?
- When did I last train staff on compliance issues/opportunities?

5. Marketing

- Who do you want or need to communicate to?
- What message should you send versus what are you sending?

6. Financial Management

- INTERNAL CONTROL
  - Control environment
  - Control activities
  - Physical controls: Segregation of duties; monitoring
- Documentation of internal controls
  - Written handbook
  - Checklist
  - Periodic meetings with staff
- Grants and will my application stands up to the audit process?
- State audit process in addition to the federal audit process and how are they different?
Where can I look for help?

- MPCA (website, conferences, council)
- Networking blogs
- MMGMA
- MMBA
- Liability carrier
- Joint Commission website
- Other Health Centers

Additional Resources

Michigan Primary Care Association – www.mpca.net
Michigan Medical Group Management – www.michmgma.org
Joint Commission – www.jointcommission.org
State Website – www.michigan.gov/recovery
GAO Website - www.gao.gov/recovery
Federal Website - www.recovery.gov
Excluded individuals - http://exclusions.oig.hhs.gov/

Contact Information

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