

How many staff meetings have you had with your clinic during the past year? If you have regular staff meetings, how do you organize and lead them (such as planning the agenda, etc.)?

1) We have one staff meeting each month. Each of us submits our agenda items to our business manager.

2) We meet every three months with all of the staff. The agenda is planned by the administrator with our input.

3) We meet monthly to bi-monthly. The doctor pays for lunch. Everyone is expected to bring something to discuss. We review office processes and work on efficiency issues. We try to focus on solving office and patient-flow issues from everyone's perspective. We try to empower everyone to have input to solve their own problems.

4) We have staff meetings every Friday at lunch. Everyone knows to bring any questions or concerns to the meeting. We always have things to talk about with Medicare, Medicaid, and insurance changes. We try to organize our schedule for the coming week and anticipate slow time during the summer by getting patients in for PE. We work on our preventative services and make sure we are getting patients in for those evaluations.

5) We have monthly provider meetings with a prepared agenda. We try to keep it during our administrative time so as not to eat into personal time. It is usually constructive and builds team spirit.

6) We meet monthly at a nice restaurant in the evening, usually from 6:00 to 8:30. My office manager is responsible for giving out folders that have a review of what we are going to cover and associated items. It includes a time for CME, review of ongoing programs, and individual and corporate concerns.