



HEALTHCARE NETWORKS OF AMERICA

Managing Employees in the Medical Practice

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Is your practice legally compliant with employee practices and documentation? Do you have questions about how to handle an employee-performance issue? Do your employees know the expectations of their job and of your office? For practice managers and doctors seeking answers to employee policy and performance issues, it is essential to begin with a comprehensive human resource system. Efficiently acquiring the correct information is critical to the success of a practice.

The Challenges of Human Resources within a Medical Practice

A significant portion of the office manager or doctor's day is dedicated to the issues of human resources within the practice. By effectively and efficiently managing these issues and setting policies, much of this time consuming subject matter can be notably controlled. The human resource policies involve managing the legal and personnel processes in an efficient manner that provides coverage for both the employee and the employer. Providing a stable work environment within the practice is a benefit to all involved. By providing the proper documents, policies, and the processes for those policies, the human resource system becomes manageable. It is essential that all practices examine their policies at least once a year, making sure legal issues and new policies are addressed and implemented properly.

The Most Basic Topics to Consider

The basis for human resources is based on the following goals:

- To comply with legal and social obligations
- To enhance productivity of employees and the practice
- To promote individual growth and development

Does your practice address employee standards of conduct, pay, attendance, time-off, health and welfare programs, or essential employment forms? To properly address all of the above, a medical practice should have a comprehensive Employee Handbook that covers all of these topics and an annual review process.

Complying Within the Law

Is your practice addressing legal issues within employment law? Does your practice comply and document legal forms and policies? Does your practice address the following?

- An Employment Contract
- Code of Ethics
- Abuse and Neglect
- Sexual and Other Harassment
- Licenses, Certifications
- Termination of Employment
- Drug-Free Work Place
- Social Security Benefits
- Workers' Compensation Insurance
- Unemployment Compensation

These topics should be covered in the most basic form of employee communication: The Employee Handbook. They should also be reviewed annually and addressed in a staff meeting so that all involved are familiar with the policies and procedures. Questions are better answered within a staff training as well, so redundancy is minimized.

Enhancing Productivity While Enhancing Individual Growth and Development

A comprehensive Employee Handbook should also provide information on the following topics:

- Employee Orientation
- Code of Ethics and the Dress Code
- Performance Evaluation
- Classification of Employees
- Attendance and Reporting
- Reasons for Termination of Employment
- Time-off
- Addressing Educational Opportunities

Covering basic employment requirements and issues will enhance productivity.

Increased Communication Leads to Increased Productivity and Improved Policy Management

Many issues that arise from employee uncertainty regarding specific employment requirements can be addressed within inclusive training and an indispensable employee handbook. The result is greater job satisfaction, improved employee productivity, diminished employment issues, and legal compliance.

An efficient HR process begins with the right information from reputable sources. Finding reputable HR advice can be tricky. Utilize professional sources and access government websites for updated forms. Make sure the laws within the state are followed and review policies annually.

Each medical office differs in that each office has its own requirements, policies, and must act within the state laws governing the location. An annual review of laws, a comprehensive training or review with staff, and a revised written policy and procedure manual (i.e. Employee Handbook) will minimize questions regarding employment and set the stage for increased productivity and employee job satisfaction.