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Lexington Chapter

Practice Pros

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President's Message

Theresa Falcone, CPC, CPC-H, CPC-P

Medical Managers Day July 20, 2011

Our Medical Managers Day celebration turned out to be quite an event! Thank you to all who attended our meeting, we had a wonderful turnout. Thank you Dr. Michael Nunnery for your humorous representation of things that “gripe” you in healthcare. Of course, we can all relate to the diverse topics Dr. Nunnery spoke of such as: prior authorization, inspections, and especially...”oh, by the way.” Unfortunately, healthcare has moved and continues to evolve with cumbersome and tedious tasks that must be completed on a daily basis. Therefore, it takes a special person (sometimes people) to effectively lead the operation with precision and motivation.

People sometimes ask, what is the difference between being a manager and being a leader?

The answer is...a big difference. A quote from Theodore Roosevelt sums it up below:

People ask the difference between a leader and a boss. . . The leader works in the open, and the boss in covert. The leader leads, and the boss drives.

~Theodore Roosevelt

On that note, congratulations to Kathy Rowland – our 2011 Medical Manager of the Year! I must say, this year was very difficult based on the outstanding nominations received for each nominee. Congratulations to all nominees! Upon presentation of the award, Kathy's providers, staff, husband and son were present to applaud her recognition.

The Medical Manager of the Year award is an annual event acknowledged throughout the state every July. All active members and their staff (including providers) are eligible to nominate an individual who they feel has exemplified the role of a Medical Manager. As the year continues and we flow into 2012, please be thinking and keeping in mind those individuals that stand out from all the rest.

Again, thank you to all of our hardworking and dedicated Medical Managers for all they do everyday!

My apologies to Jon Bridges – Practice Manager for Lexington Women's Care in not being recognized as a 2011 nominee during our July chapter meeting.

State of South Carolina

Governor's Proclamation

WHEREAS, medical managers throughout South Carolina and the nation are dedicated to promoting excellence in health care practices, processes, and outcomes now and for the future; and

WHEREAS, medical managers are an important part of the health care team, ensuring doctors' offices have the necessary staff and equipment, supporting wellness needs in the community, and advocating for high quality health benefits for our residents; and

WHEREAS, Medical Managers Week calls attention to issues affecting medical practice and managed care while recognizing the important role medical managers play in the availability and delivery of health care services.

NOW, THEREFORE, I, Nikki R. Haley, Governor of the Great State of South Carolina, do hereby proclaim July 18-22, 2011, as

MEDICAL MANAGERS WEEK

throughout the state and encourage all South Carolinians to honor medical managers in the Palmetto State for their commitment to the health and well-being of our residents.



A handwritten signature in black ink, reading "Nikki R. Haley".

NIKKI R. HALEY
GOVERNOR
STATE OF SOUTH CAROLINA



Success of a Practice Manager: What it takes!

Submitted by Pam Free

As we celebrate Medical Manager's Day this month, we are able to review the roles and duties of our jobs. There are so many different perceptions as to what a practice manager really does. I know from a personal stand point some days that were "non-stop", I think what the heck did I accomplish today?

A practice manager is responsible for the smooth operation of the day-to-day business of the company. A good practice manager makes it possible for other people to function efficiently. Office managers work closely with the company partners, owner, or president to meet their company's staffing, equipment, supplies and organizational needs. Duties may include pricing products from vendors, interviewing job applicants, managing payroll, and reimbursement from insurance companies with forever changing rules and regulations. A practice manager must exercise sound judgment day in and day out, and any lapse can result in unfavorable outcomes. This may be the reason that office managers generally take their jobs so seriously. Pressure can be significant, particularly for those in charge of large offices. Practice managers who succeed have confidence, common sense, loyalty, and the ability to motivate others. "Tough," "precise", and "go-getting" are words that pop up many times describing successful practice managers. Not always "tactful" and "sweet." Practice managers may see immediate results from their decisions; they can control their environment (within the boundaries imposed by their employer). Although in healthcare, so much is out of our control. It may take years to see a turn around in a struggling practice, so patience and perseverance are also qualities of a successful manager.

Although very rewarding, managing a practice in healthcare can be quite challenging and frustrating at times. As we play many roles such as babysitter, counselor, and mediator just to name a few, this is where the SCMGMA plays such an important role in our success. If we take advantage of all this organization has to offer, we can acquire the tools we need. From the vendors, peer to peer contacts, and educational opportunities that gives us a huge advantage. The upcoming TRI-STATE conference offers speakers and educational sessions to aid us in the constant need to satisfy patients, physicians, staff, and bosses in our day to day job.

Keep up the good work all of you Practice Managers! Hope to see you all at conference.



Spanish Proficiency Test Now Available
Submitted by Cristy Marshall

Bilingual provider: A health care provider with proficiency in more than one language, enabling him or her to provide services directly to patients with language needs in their preferred language.

Lexington Medical Center Interpreter Services has developed a Spanish proficiency test to determine an employee's ability to effectively carry out the duties of their job in Spanish without the assistance of an interpreter. This test is required by for employees to speak Spanish on-the-job without the use of an interpreter.

There are two versions of the Spanish proficiency test. The medical test is for physicians, nurse practitioners and nurses. The general test is for staff not involved in clinical care such as registration and billing representatives. Staff members who pass the test will receive a validation number and identification as a bilingual staff member on their badge. It is important to note that this test evaluates Spanish proficiency, not interpretive ability. Therefore, anyone who successfully passes the exam will be permitted to communicate with patients directly in Spanish, not interpret for LEP patients and other non-Spanish speaking LMC staff.

For more information on the Spanish proficiency test, contact Amanda Elias Vargas, interpreter coordinator, at 936-7979.



Upcoming Meetings

August 17

Cultural Differences

Amanda Elia-Vargas

September 21

*Protecting Patient's Privacy in the Era of
E-Discovery*

Darra Coleman- Rogers, Townsend, and Thomas

Monthly meetings are held on the third Wednesday of each month
at the Lexington Medical Center Auditorium.

To RSVP or any questions please contact Jessica Seel at
jessicaturner@sc.rr.com or 803-622-6370

**Meeting sponsorships for 2011 are still available.
If you are interested in sponsoring a meeting
please contact Trey Hoey at thoey@bellsouth.net**

Food for Thought



Sparkling Strawberry Lemonade

3 cups quartered strawberries (about a quart of berries)

1 cup cold water

1 can (6 ounces) frozen lemonade concentrate

2 cups chilled sparkling water (divided)

whole strawberries for garnish

ice cubes (optional)

Process strawberries and water in the blender until smooth. Add the concentrate and 1 cup of the sparkling water. Blend until smooth and pour into a pitcher with the rest of the sparkling water. Serve in tall glasses over ice and garnish with a strawberry on the rim of the glass.

Perfect to stay cool in the heat we experience during our southern summers!

“The price of success is hard work, dedication to the job at hand, and the determination that whether we win or lose, we have applied the best of ourselves to the task at hand.”

- Vince Lombardi