

MMGMA Lending Library Bibliography of Current Titles

May 2011

Business Operations

Assessment Workbook for Medical Practices, by Carolyn Pickles, MBA, FACMPE, 5th edition (Item #8259)

<http://www.mgma.com/Store/ProductDetails.aspx?id=39792>

One of the best ways to find out whether your practice is achieving its objectives is to evaluate its performance. The 5th edition of the Assessment Manual for Medical Practices provides challenging, comprehensive questions for administrators, supervisors and consultants. Managers from all types and sizes of physician practices can gather crucial information about the organization by investigating the topics laid out here.

This versatile manual, organized by body of knowledge (BOK) domain, asks questions and provides tables and columns for self-assessment.

Including:

- External and internal environments
- Planning and marketing
- Financial management
- Business operations
- Human resource management
- Quality improvement
- Patient care
- And much, much more!

To give you an idea of how the Assessment Manual suggests monitoring patient access and services in your practice, it asks you these audit questions:

- Compare and evaluate the current typical appointment wait time. Does it show an increased demand for one service or a decline in another? Is the wait time long enough to affect patient satisfaction?
- What have been the factors in deciding whether to add new services or expand current services, including adding more providers?
- What were the financial, personnel and spatial constraints that limited the expansion of services?
- Are there cultural or language barriers that limit patients' access to services?
- Are there physical barriers, including the practice's location or proximity to parking, that limit patients' access to service?
- Do inefficient appointment scheduling and follow-up care create barriers?
- Are you a patient-oriented group?
- Does the clinical and administrative personnel mix still support the service demand in your practice?

- Have there been changes in personnel when the services changed?

After conducting a practice audit, you will be able to identify areas of concern and areas to concentrate on for improvement.

So, take the first step toward challenging the status quo – find out what’s working and what not. Based on those results, you can decide what management areas to strengthen to ultimately improve your practice’s performance.

In addition, this revised edition contains an expanded section on information management and health information technology questions to help address your group’s compliance with various federal regulations.

Body of Knowledge Review Series, Business Operations, 2nd edition (Item #8001)
<http://www.mgma.com/Store/ProductDetails.aspx?id=39523>

This book is dedicated to reviewing each task associated within the *Body of Knowledge for Medical Practice Management, Second Edition's Business Operations* domain, which like the other seven Body of Knowledge domains, demands an orientation toward and the mastery of leadership skills, professionalism, communication and critical thinking skills.

The medical practice executive's role requires proficiency and aptitude, which is critical for the success of both the practice executive and the medical practice.

Financial Management

Physician Practice Management: Essential Operational and Financial Knowledge, by Lawrence Wolper, MBA, FACMPE (Item #6267)

<http://www.mgma.com/Store/ProductDetails.aspx?id=38581>

An essential resource for both new and experienced practice administrators, physician leaders, consultants and others who must master this body of knowledge. Use this practice management bible to learn more about:

- Judgment in management decisions
- Benchmarking
- Financial management and budgeting
- Health care information technology
- Regulatory issues, compliance programs, legal implications
- Medical malpractice
- Facility design
- Capital financing for physician group practices

Body of Knowledge Review Series: Financial Management, 2nd edition (Item #8007)

<http://www.mgma.com/Store/ProductDetails.aspx?id=39529>

This book is dedicated to reviewing each task associated within the *Body of Knowledge for Medical Practice Management, Second Edition's Financial Management* domain, which like the other seven Body of Knowledge domains, demands an orientation toward and the mastery of leadership skills, professionalism, communication and critical thinking skills.

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Human Resource Management

HR Policies & Procedures Manual for Medical Practices, by Courtney Price, PhD, and Alys Novak, MBA (Item #6634)

<http://www.mgma.com/Store/ProductDetails.aspx?id=38636>

From employment laws and hiring practices to managing performance, enforcing discipline and ensuring patient satisfaction and safety, every practice needs well-defined and painless-to-implement HR policies and procedures. It's simple when you use MGMA's popular best seller, *HR Policies & Procedures Manual*, with customizable HR policies and procedures designed exclusively for medical practice administrators and managers.

Topics include:

- Managing human resources in a medical practice
- Employment laws and labor relations
- Compensation and benefits
- Acquiring and keeping top talent
- Recordkeeping and research
- Staff development
- Employee relations
- Performance planning and evaluation
- Discipline
- Employee handbooks

Includes CD with sample forms, policies and procedures you can customize, print and put into action immediately!

Maximizing Performance Management Series, by Susan A. Murphy, MBA, PhD (Item #PK7097)

<http://www.mgma.com/Store/ProductDetails.aspx?id=39094>

Working with people provides challenges in myriad areas – leadership, influence, motivation, communication, and building and sustaining healthy relationships. Using the information and tools in this four-book series and the accompanying CD, your ability to develop, sustain and nurture relationships in your organization will help improve practice performance and prepare for the future.

Maximizing Performance Management Series Book Titles

- *Aligning the Team with Practice Goals* - Item 7092 (Book 1)
- *Leading, Coaching, and Mentoring the Team* - Item 7094 (Book 2)
- *Building and Rewarding Your Team* - Item 7093 (Book 3)
- *Relationship Management and the New Workforce* - Item 7095 (Book 4)

Body of Knowledge Review Series, 2nd edition, Human Resource Management (Item #8009)

<http://www.mgma.com/Store/ProductDetails.aspx?id=39530>

This book is dedicated to reviewing each task associated within the *Body of Knowledge for Medical*

Practice Management, Second Edition's Human Resources Management domain, which like the other seven BOK domains, demands an orientation toward and the mastery of leadership skills, professionalism, communication and critical thinking.

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Information Management

Health Care Information Systems: A Practical Approach for Health Care Management, by Karen A. Wager, Frances Wickham Lee, and John P. Glaser, 2nd edition (Item #8274)

<http://www.mgma.com/Store/ProductDetails.aspx?id=38785>

An incredibly thorough overview of information systems (IS) and their importance in the health care industry, including

- An overview of the health care IT industry
- History of healthcare IS in the United States
- Fundamental characteristics of information, the uses to which it is put, and the process it supports
- Highly detailed discussion of the primary clinical and managerial applications of information (including electronic medical records), the value of information and IS to multiple stakeholders, and most important, the management of information and IS

This book is required reading for all those who toil in the field of healthcare management – whether as managers, professionals, consultants, suppliers and customers, students or scholars.

Body of Knowledge Review Series, 2nd edition, Information Management (Item #8003)

<http://www.mgma.com/Store/ProductDetails.aspx?id=39525>

This book is dedicated to reviewing each task associated within the *Body of Knowledge for Medical Practice Management, Second Edition's Information Management* domain, which like the other seven BOK domains, demands an orientation toward and the mastery of leadership skills, professionalism, communication and critical-thinking skills.

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Organizational Governance

Leading, Coaching and Mentoring the Team by Susan A. Murphy, PhD (Item #7094)
<http://www.mgma.com/Store/ProductDetails.aspx?id=38703>

Every organization has systems that can be improved. The system-by-system diagnosis and prescriptions in the *Maximizing Performance Management Series* will improve the performance of your practice. This, the second book in the series, *Leading, Coaching, and Mentoring the Team: A How-to Guide for Medical Practices*, reinforces how crucial medical practice leadership is to keep all the subsystems balanced. In addition to several case studies that demonstrate excellence in efforts to align employee performance with organizational goals, you'll find:

- The roles of leaders in aligning employee performance with organizational goals
- How to effectively “walk the talk” every day
- Methods for communicating the strategic plan and organizational goals to employees
- Four leadership characteristics that are critical for successful leaders today and the role of emotional intelligence for leaders
- The leader’s role during change
- A situational leadership model with a four-stage process for orienting, training and leading employees by focusing on how well employees are aligning their performance with the organization’s goals
- Creating a coaching culture
- Establishing a mentoring process for employees, focusing particularly on physician mentoring in both the clinical and academic settings

The accompanying CD includes many useful resources and tools, including:

- Procedures for managing conflict
- Guidelines for customer service quality standards
- Policies for employee discipline and employment process checklists

Body of Knowledge Review Series: Organizational Governance, 2nd edition (Item #8002)
<http://www.mgma.com/Store/ProductDetails.aspx?id=39524>

This book is dedicated to reviewing each task associated within the *Body of Knowledge for Medical Practice Management, Second Edition's Organizational Governance* domain, which like the other seven Body of Knowledge domains, demands an orientation toward and the mastery of leadership skills, professionalism, communication and critical thinking skills.

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Patient Care Systems

Mastering Patient Flow: Using lean thinking to improve your practice operations, by Elizabeth W. Woodcock, MBA, FACMPE, CPC, 3rd edition (Item #6636)

<http://www.mgma.com/Store/ProductDetails.aspx?id=38638>

Using the "care team concept" and lean thinking principles to structure workflow improvements, this third edition of the best-selling primer on medical practice operations delivers the newest trends for practice efficiency and integrating technology into patient flow.

Center work flow on the patient and take efficiency to a new level with:

- Productivity targets by staff function (e.g., telephone operator, scheduler)
- Patient access, including specialty pre-appointment screening and medical homes
- Physician efficiency in the exam room
- Test order and results management
- Prescription and refill management
- Technology trends, including Web portals
- The Patient-Centered Practice of the Future™
- Proven tools, self-assessments, worksheets, tips and case studies

Body of Knowledge Review Series: Patient Care Systems, 2nd edition (Item #8006)

<http://www.mgma.com/Store/ProductDetails.aspx?id=39528>

This book is dedicated to reviewing each task associated with the *Body of Knowledge for Medical Practice Management, Second Edition's Patient Care Systems* domain, which like the other seven BOK domains, demands an orientation toward and the mastery of leadership skills, professionalism, communication and critical-thinking skills.

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Quality Management

Body of Knowledge Review Series: Quality Management, 2nd edition (Item #8004)
<http://www.mgma.com/Store/ProductDetails.aspx?id=39526>

This book is dedicated to reviewing each task associated within the *Body of Knowledge for Medical Practice Management, Second Edition's Quality Management* domain, which like the other seven Body of Knowledge domains, demands an orientation toward and the mastery of leadership skills, professionalism, communication and critical-thinking skills.

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Risk Management

Compliance Guide for the Medical Practice: How to Attain and Maintain a Compliant Medical Practice by Patricia A. Trites (Item #6802)

<http://www.mgma.com/Store/ProductDetails.aspx?id=38654>

Owning and running a medical practice grow more complicated every day with new regulations and laws. The *Compliance Guide for the Medical Practice* explains whether these laws apply to your practice, how to accomplish tasks related to compliance and how to change the culture so compliance is expected. Extensive information, advice and how-to instructions on creating a compliance program will help you safeguard your practice from risk, both legal and financial.

Includes an in-depth discussion and the federal regulations and laws that affect:

- Building a compliance program
- Billing and reimbursement compliance
- Personnel policies
- OSHA, CLIA and HIPAA

Body of Knowledge Review Series: Risk Management, 2nd edition (Item #8005)

<http://www.mgma.com/Store/ProductDetails.aspx?id=39527>

This book is dedicated to reviewing each task associated within the *Body of Knowledge for Medical Practice Management, Second Edition's Risk Management* domain, which like the other seven Body of Knowledge domains, demands an orientation toward and the mastery of leadership skills, professionalism, communication and critical-thinking skills.

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ACMPE Certification

Knowledge Assessment, 2nd edition (Item #8016)

<http://www.mgma.com/Store/ProductDetails.aspx?id=38811>

Use it to:

- Identify your core strengths
- Prepare for the ACMPE board certification exams
- Assess your staff's strengths and development opportunities

Provided in a similar format to the ACMPE board certification exams, this workbook includes:

- 175 multiple-choice questions, including material from the new and revised domains in the *Body of Knowledge, 2nd Edition*
- Correct answers and a self-scoring key to calculate your strength in each domain
- Five sample essay questions
- Essay exam sample grading form

ACMPE continuing education credit: 3.25 hours

ACMPE Certification Exam Workbook (Item #8221)

<http://www.mgma.com/Store/ProductDetails.aspx?id=39531>

The *Certification Exam Workbook* gives you everything you need to approach your exam confidently.

Written by exam preparation experts, the workbook provides:

- A systematic, guided and interactive approach
- A review of all aspects of medical practice management
- A hybrid learning approach that combines the characteristics of content review and assessment

The *Certification Exam Workbook* will maximize your ACMPE exam preparation time by providing you with:

- A lighter overview and treatment of the content than a textbook
- An interactive approach to guiding you through assessments, practice questions and detailed answers
- Robust treatment of sample questions with answers and rationale for the objective and essay exam format

Web links listed for further information on the details of each title.

Titles can be borrowed for sixty (60) days with one (1) extension of thirty (30) days. The extension is contingent on there being no waiting list for the specific title.