

Group Practice Management – Best Practice Questions

Rate Each Area for your practice, according to the following scale:

10 = Excellent / 8 = Good / 5 = OK / 3 = Needs Improvement / 1 = Poor

Personal / Professional Vision

- I have long term goals for myself (in writing)?
- I have developed a Vision of what my professional legacy will be?
- We have developed a picture of what our Practice will look like 3 years from now?
- Do you want or see the dynamics of your practice changing in the next few years?
What resources may you need?
- We have an annual Business Plan?

Accountability Team

- Do your present team members have similar values?
- Are the roles of all team members clear today?
- Are your team members today engaged / energized / 'Aiming high!!'
- Are your team members utilizing their talents today?
- There is an accountability process in place for overall business results and strategy?
- Do you use a coach or mentor or have an advisory board?

Balance

- Work responsibilities are of a healthy nature in our practice?
- Work loads are well distributed throughout our practice?
- Personal and business lives are in balance?

Environment

- We have a positive and uplifting work environment?
- Our team members get along well together?
- We have the business tools available to drive efficiency in operations?

Business Development – Acquisition System

- We have solid new business development systems in place?
- We utilize our present clients as referrals to develop new business leads?
- We have business development systems that produce an ongoing flow of new prospects?
- We are utilizing the new 'social network' to prepare for the changes that technology will bring in the near future?

Client (Business) Management System

- We have well thought out through processes to create a unique client experience?
- We utilize a 'client relationship management system'?
- Our Client Management System results in 'high touch and deep relationships'?
- Understanding their needs or 'care about most'?
- We focus on the unique needs of your clients?

Sales System

- We have a 'great fact finding system' (creates a deep understanding of the client)?
- We have a step by step methodology from the AOR through fact finding, creating solutions (including underwriting) and issue?

- There are good employee communication systems in place?
- Are there methods in place to track sales statistics?
- There is team involvement in some or all of the sales steps?

Case Development System

- We have a formalized process for analyzing and evaluating 'group renewals'?
- .We have process to analysis claims experience to make plan design recommendations.(drug EAP, Rehab, wellness)?
- If we work with pension, we have the proper analysis software and process to help the organization deal with the investments?
- We have formed strategic alliances to enhance or analytical value proposition (Proteus, wellness companies, executive compensation advisor)

Time Management System

- Are you spending your time in the right first things?
- We have developed 'the ideal week'?
- We plan for (schedule) 'the big rocks' we want to accomplish each week?
- We have a documented 'follow up system'?

Communication System

- We have strong communication systems within our practice?
- We have a formal communication system for our clients?
- We keep strong connections with primary practice suppliers?

Education System

- We have a formalized development plan for each team member?
- We have a business approach that focuses on constantly improvement?

Financial Management System

- We have a Business Score Card?
- We have an aligned reward system?
- We have the tools and processes related to the management and measurement of a business budget – expense management – compensation - audit from suppliers?

For assistance in the development of your business utilizing the Group Practice Management system, contact Scott Guest – sguest@fusionconsulting.ca

The FUSION Difference

- FUSION is about '**bringing your leadership team together**' and gaining the real value from '**fusing the collective intelligence**' within your organization
- **Pragmatic and proven planning process** – based on real business experience, not theory
- **Clear goals** and an ongoing **business score card**
- We bring marketplace experience and perspective