

Building Strong Management Teams

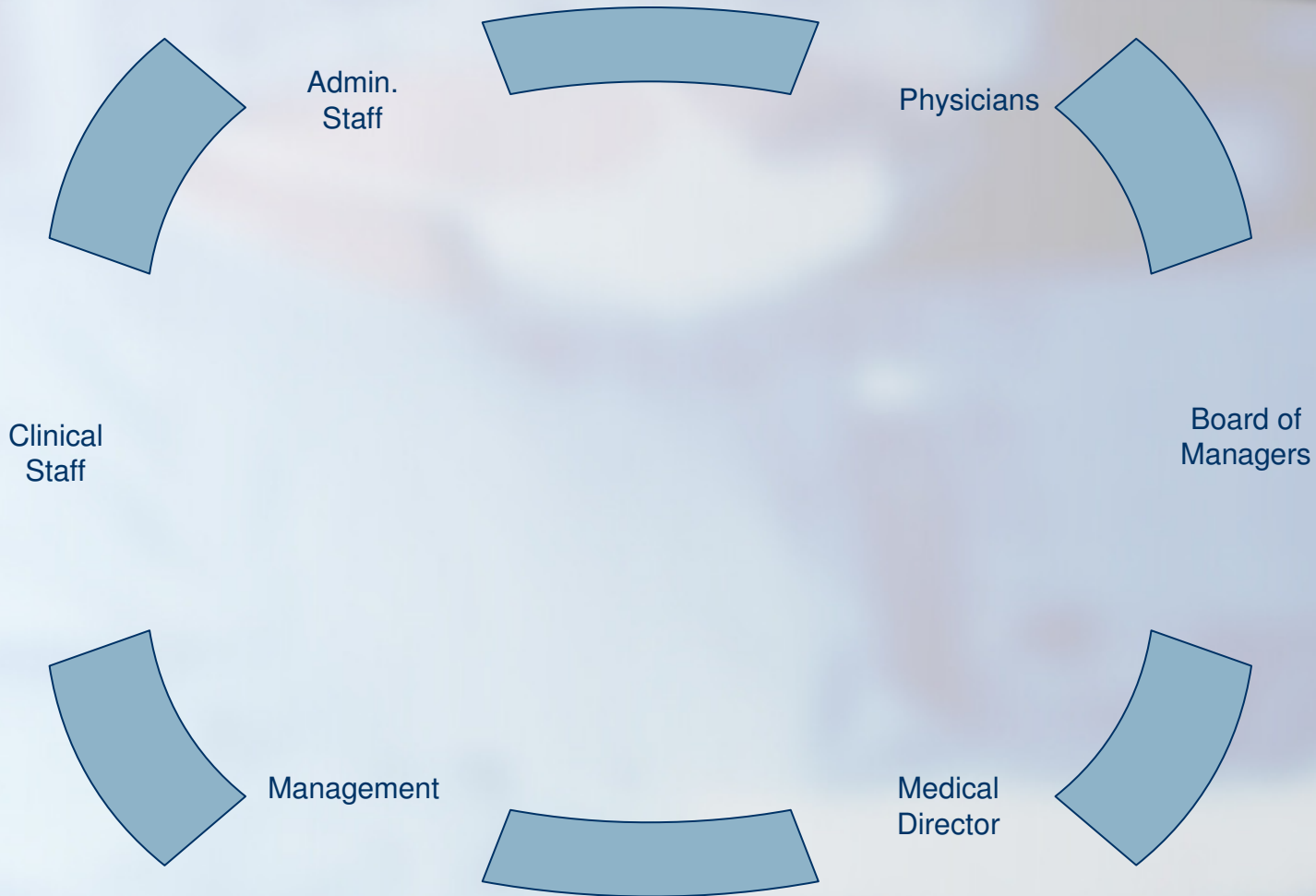
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The Team





Build a vision statement based on beliefs of the team.

- Customer Service
- Diversity and Individuality
- Effective Communication
- Professionalism & Independence
- Quality & Consistency



Physician's role as team member

- Invested for the right reasons - NOT MONEY!
- Commitment to perform all eligible cases at ASC
- Commitment to comply with Board Policies
- Engaged as a true team player . . . It is not about ME.



Board of Managers

- Comprised of equitable mix of Specialty/Investor representation.
- Fully engaged (willing to put in the time).
- Committed to establishing policies & procedures that are beneficial for the ASC.
- Stays well informed about ASC operations.
- Accepts input from all Team Members.



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Management

- Keeps all team members well informed.
- Promotes strong working relationships between all team members.
- Always presents a clear, understandable and honest evaluation of the business.
- Encourages/allows/expects the staff to grow and take ownership in their work.
- Promotes customer service.



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Summary

- All team members must continue to be fully engaged in the ASC mission.
- If there is a weak link in the team, FIX IT.
- Take time to appreciate team members' life/work situations.
- Appreciation, remembering to recognize team member contribution daily.
- Establish an incentive program for staff.



Final Thought

- “The only way to deliver to the people who are achieving is to not burden them with the people who are not achieving”.



Questions?



PINNACLE III
Strategies and Solutions for Healthcare