

ESSENTIAL SKILLS FOR CARDIOVASCULAR PRACTICE MANAGEMENT

Course Syllabus

QUESTIONS AND ASSISTANCE

For technical support, please contact: tech_support@medaxiom.com

For course questions or assistance, please contact: academy@medaxiom.com

COURSE DESCRIPTION

This 11-part course is designed to educate the new or growing cardiovascular (CV) department or practice leader. This course is appropriate for those new to CV ambulatory management or CV managers who wish to expand their CV practice knowledge. Whether a manager is new to leading or is transitioning from another specialty to cardiology, this course will help with success.

The course incorporates video, optional readings and online learning to cover these essential peripheral vascular disease topics:

- Module 1: Introduction to Management & Leadership
- Module 2: Cardiovascular Practice Management Basics
- Module 3: Importance of Physician Collaboration
- Module 4: Cardiovascular Procedures and Imaging
- Module 5: Front Office Operations: The Business Side
- Module 6: Clinical Operations
- Module 7: Patient Engagement/Satisfaction
- Module 8: Practice Finance
- Module 9: Change Management: QI, PI, and Making it Stick
- Module 10: Developing a Specialty
- Module 11: Risk Management - Top 10 Things

COURSE GOALS

- **For new or growing cardiovascular leaders.** This curriculum is designed to guide new practice leaders or those new to cardiovascular practice leadership. The course will provide lessons on the essential skills for practice management and the leadership of teams and team members. This is the knowledge needed to successfully lead a CV clinic with efficient and empowered teams.

- **For Employers or Leaders of Practices/Services:** This curriculum will help jump start and support your new practice/department leader’s knowledge and quantitatively improve their level of competence.
 - Assure standard learning for new cardiovascular leaders who take part in Cardiovascular Leadership Essentials.

REQUIRED TEXTS, MATERIALS, OR EQUIPMENT

- Internet access to include audio and visual.
- Links for all reading materials will be provided for each module.

THE METHODOLOGY

Each lesson has a didactic presentation providing the content for each week’s focus. To be completed at student’s own pace within a 12-month period or less. Enrollment begins at the date of purchase.

This is a pass/fail course based on the completion of the material. Students must pass an exam upon course completion with a 75 percent or above and the final course evaluation feedback survey to receive a certificate of completion.

Disclaimer: The instructors reserve the right to make modifications to this course material as needed.

SCHEDULE OF TOPICS AND LEARNING OBJECTIVES

MODULE #	TOPIC/LEARNING OBJECTIVES/REQUIRED READINGS
1	<p>Topic: Introduction to Management & Leadership</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Understand the importance of professionalism in leadership roles including specific characteristics. 2. Learn the key to effective communication and master the concept of the 7Cs of communication. 3. Become familiar with the P-O-L-C framework (Planning, Organizing, Leading and Controlling) and its significance in effective management. 4. Understand the importance of leadership and list the attributes needed to become a great leader in a healthcare setting. 5. Define employee engagement and articulate its significance in fostering a positive work environment. 6. Gain insights into best practices for meaningful meetings and one-on-ones. As well as the importance of communication,

	<p>delegation and recognition to boost morale and enhance team performance.</p> <ol style="list-style-type: none"> 7. Recognize and learn to avoid morale killers as a leader, to maintain a positive work environment and foster team culture. 8. Understand and articulate the hiring process, the importance of on-boarding practices, feedback and meaningful evaluations. 9. List topics for and understand the importance of documentation. 10. Learn email etiquette and organization to allow for effective communication and time management. <p><i>Additional Resources:</i></p>
2	<p>Topic: Cardiovascular Practice Management Basics</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Understand Patient-Centric Care and the principles of putting patients first. 2. Recognize the significance of small gestures and effective communication in patient care. 3. Explore the various clinic roles and understand their responsibilities within the team. 4. Identify how each staff member contributes to patient care, efficiency and quality, and the importance of each to job satisfaction for all.
3	<p>Topic: Importance of Physician Collaboration</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Understand the importance of building a strong dyad leadership. 2. Understand the communication needs of dyad partners and how to best foster effective collaborations with physicians. 3. Name key metrics that speak to practices and programs and common data flaws. 4. Consider resources for assistance, including MedAxiom.
4	<p>Topic: Cardiovascular Procedures and Imaging</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Identify and describe the different types of cardiovascular imaging techniques and cath lab procedures. 2. Understanding patient preparation protocols and identify common reasons for procedure cancellations/rescheduling.

	<p>3. Describe the impact of the practice manager on the safe, efficient, and effective procedure/imaging coordination.</p>
5	<p>Topic: Front Office Operations/The Business Side</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Access management – critical roles and processes of schedule templates and managing the “in between”. 2. Provide a high-level overview of the credentialing process, timelines and reimbursement impacts. 3. Pre-service Initiatives (auths) - pain points and potential solutions. 4. Overview of CV revenue integrity, revenue cycle and financial performance. 5. Barriers and opportunities with charge capture and communication.
6	<p>Topic: Clinical Operations</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Understand and articulate the comprehensive goals of clinical care in a cardiology practice. 2. Optimize the patient rooming process. 3. Develop strategies for continuity of care between patient visits. 4. Enhance clinical competencies and professional development in cardiology practice team members. 5. Foster interdisciplinary collaboration for comprehensive patient care.
7	<p>Topic: Patient Engagement/Satisfaction</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. What is patient engagement? 2. Who are our patients? What do they want? 3. How do you and your team impact these? How do we train for it?
8	<p>Topic: Practice Finance</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Anatomy of a P and L 2. Expenses & Revenues 3. Payor Contracting 4. Compensation Laws

9	<p>Topic: Change Management: QI, PI, and Making it Stick</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Explain the 4 steps of the continuous improvement process 2. Discuss how one might prioritize an improvement project 3. Understand the concept of High Reliability 4. Explore how to lead Change
10	<p>Topic: Developing a Specialty</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Define which patients and objective of care 2. Develop a team approach with specific roles for each team member 3. Communication is key
11	<p>Topic: Risk Management</p> <p><i>Learning Objectives:</i></p> <ol style="list-style-type: none"> 1. Top 10 Things that Should Keep You Up at Night