
7. Personnel

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Sample

Personnel

Personnel deals with the practice's most important resources— the people who work in it. Personnel includes:

- ▶ Determining staffing requirements
- ▶ Personnel administration
- ▶ Hiring quality employees
- ▶ Building a team

Working with people as an employer or supervisor is incredibly challenging. It is frustrating when relationships don't work well, yet rewarding when they do. Your program's outpatient clinic, your institution, and outside practices in which your residents rotate can be good sources of personnel relationships that work well and need improvement.

These lesson plans are most appropriate for residents approaching the completion of their training.

Invite your department's administrator and others who make hiring decisions to share their experiences. Compare these with the experiences of physicians and office managers in private practices. Invite a representative from your institution's human resources department to give a large organization's perspectives. Your residents can interview both supervisors and employees in each of these settings, then return to share their observations and recommendations with their colleagues.

Determining Staffing Requirements

It's important to decide the number of employees your practice will need, what they will do, and who will supervise them. The number of employees depends on the work to be done and the degree to which it is delegated. Job descriptions help you and your employees focus on their roles. Every practice can benefit from a good office manager who helps people work together to keep it running smoothly.

The general educational goal of the curriculum in determining staffing requirements is to help participants appreciate the foundation of personnel administration and, if possible, learn from the experiences of others in both large institutions and smaller practices.

Lesson Plan: Determining Staffing Requirements Overview

Educational goals

Participants will understand the factors that determine staffing requirements, the fundamentals of writing job descriptions, and the qualities of a good office manager.

Activities

Residents read Chapter 7: Determining Staffing Requirements and participate in lecture-discussion.

The instructor conducts a lecture-discussion on determining staffing requirements

- ▶ Delegation of tasks
- ▶ Job descriptions
- ▶ The office manager

The participants complete Test: Determining Staffing Require

Hours of instruction

1:00

Scheduling guidelines

Winter of GY-2 and later.

Notes

Test: Determining Staffing Requirements

1. How many staff are typically found in small practices?
 - a. 1 to 3 per physician
 - b. 3 to 5 per physician
 - c. 5 to 7 per physician
 - d. 7 to 9 per physician
 - e. More than 9 per physician

2. What is NOT a component of a job description?
 - a. Job summary
 - b. Supervisor, or supervisory responsibilities
 - c. Educational requirements
 - d. Gender
 - e. Job duties

3. The principal role of an office manger is to:
 - a. Assure that employees perform their duties
 - b. Serve as an intermediary between physicians and staff
 - c. Handle complaints from patients and others
 - d. Deal with vendors
 - e. Help people work together

4. List three qualities of a good office manager

Answers to Test: Determining Staffing Requirements

1. How many staff are typically found in small practices?
 - b. 3 to 5 per physician
2. What is NOT a component of a job description?
 - d. Gender
3. The principal role of an office manager is to:
 - e. Help people work together
4. List three qualities of a good office manager
 - ▶ Communicator
 - ▶ Team leader
 - ▶ Action-oriented
 - ▶ Teacher
 - ▶ Learner
 - ▶ Loyal
 - ▶ Composed

Sample