



Practice Services:

Governance, Strategy, and Human Resources

Strategic Planning

HR Toolkit

Provider and Staff Education

Organizational Development

Leading a successful medical practice involves more than good patient care. It requires effective leadership to foster a culture that results in safe and effective medical care, strong patient experiences, and positive employee morale.

Balancing the needs of providers, staff, and patients is best achieved when physicians are aligned with the organization's mission and values. Employees must understand their role and value in the practice's strategy. Human resources is time consuming, difficult, and of supreme importance for the practice executive. Your employees are the face of your practice and can impact a patient's perception of their experience and care as much as their physician.

From consultative discussions to assessments and education, SVMIC can help you develop a recruiting and retention strategy and provide assistance with the inevitable HR-related questions.

As healthcare continues to evolve, practices must make and implement informed decisions. SVMIC can assist in this process. **These services are included in the premium you already pay and are provided at no additional charge.**

Staff Development

STRATEGIC PLANNING/ ORGANIZATIONAL DEVELOPMENT

Our consultants meet with the lead physician and practice executive to clarify expectations. Together, we determine whether this is the appropriate timing for the practice to do this work, outline our process, and set realistic deliverables. Additional meetings may be required with other key leaders such as the Executive Committee and/or Board of Directors; provider and staff surveys may be conducted. Some groups find it beneficial to begin with an operational or financial assessment. Once all data has been collected, we assimilate the feedback to identify themes which are presented in summary format to the lead physician and practice executive. Finally, a strategic meeting is led by an SVMIC consultant with the goal of leaving the group with measurable objectives aligned with their mission and values.

H.R. TOOLKIT

Checklists provided by SVMIC present best practice recommendations on the life cycle of an employee from recruitment to departure. Consistency is the key to avoiding an accusation of discrimination. Some of the items available in SVMIC's HR Toolkit include:

- Interview Process Checklist
- Retention Checklist
- Recruitment and Hiring Checklist
- Policies Checklist

PROVIDER AND STAFF EDUCATION

Every organization has unique needs that define it. Whether you are just starting down the path to developing a strategic plan or are a well-established group working to improve your culture, it is important to be deliberate with decision making. A variety of educational presentations are available to facilitate conversation and assist in effectively implementing positive change. Depending on the group's perspective and our consultant's assessment, we offer the following:

- Change Management and Strategic Planning
- Governance and Organizational Dynamics
- Effective Communication with Physicians and Employees

- Time Management for Leaders
- Influence Your Culture: Survive the Stress
- Make Kind & Honest Feedback a Team Habit
- Operationalize Your Organization's Values (Not Just a Plaque on the Wall)
- Are You Okay? Addressing Employee Mental Health

STAFF DEVELOPMENT

Employees are the most valuable, yet expensive, part of your practice, and managing them can be the most time consuming and difficult aspect of your job. Our consultants can offer advice on how to handle difficult situations and assist you in engaging and motivating your employees.

CULTURE ASSESSMENT

A positive work culture results in a more positive patient experience, improved employee engagement, increased productivity, and higher profit margins. SVMIC's consultants work with your leadership team to assess your organization's current culture and develop strategies to improve it. Our assessment begins with a survey completed by your entire organization. This provides your leadership and staff the language to speak effectively about culture and begin a transformation. Next, SVMIC's team analyzes the results of the assessment and presents the outcomes to your leaders in a facilitated workshop. Finally, SVMIC presents education related to change management and facilitates the creation of a communication strategy for involving all employees in the culture change.

To engage one of these services,
contact us: ContactSVMIC@svmic.com
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