Risk Management in Group Practice

Paperwork & Training

Objectives

- Identify a training program that can improve client care and reduce risk of liability
- Describe how to review client files and provide feedback to staff

About Maelisa

- Licensed psychologist
- Owner of QA Prep for 4 years
- Former corporate manager
- ENFP with ADHD

Creating a Training Program

Set your team up for success

Step 1:

Identify your policies and procedures

Policies and Procedures

- Intake paperwork
  - *What is your process?*
  - *What forms are required?*
  - *In what timeframe must they be submitted?*

Policies and Procedures

- Treatment plans
  - *How are they completed?*
  - *What goals are appropriate?*
  - *How are they implemented over time?*

Policies and Procedures

- Notes
  - *What interaction requires a note?*
  - *Is a template required?*
  - *In what timeframe must notes be submitted?*
  - *Do you review notes and if so, how often and for how long?*

Your policies and procedures WILL change and need ongoing revision.

Step 2:

Make your training **engaging**, realistic and relevant

Tools of Engagement

- Samples and Examples
  - Create a **sample client file**
  - Talk through various scenarios
  - Conduct practice sessions
  - Record sessions

Tools of Engagement

- Work as a group
  - Write notes *together*
  - Review notes together

Tools of Engagement

- Share **mistakes**
  - Provide direction and parameters
  - Encourage sharing in the group
  - Use your own *real* examples (can you think of one right now?)

Tech (and non-Tech) Tools

- Google forms
- Google docs
- Dropbox
- Basecamp
- Asana

- Certificates and rewards
- Ecards
- Real cards
- Gifts
- Group Outings

Lead by ***example***

Step 3:

Be **open** to feedback and revise,
revise, *revise*...

Get Feedback

- Be **open** to feedback
- Have a clear collection method
- Use a regular schedule
- *Follow up* on feedback
- Adjust as needed

A note about expectations:

"The average boss is about 1.75 times as productive as the average worker."

–The Value of Bosses

On a positive note:

“Great managers have an even bigger impact on high performing staff.”

–The Value of Bosses

Reviewing Client Files

Providing constructive feedback
while maintaining the relationship

Establish **trust** and
provide *clear* **expectations**

Your Responsibilities

- Outline what is expected *and* in what timeframe
- Provide **opportunities** to ask for help
- Bring up the subject first

Your Responsibilities

- Review notes **regularly**
  - In supervision
  - On your own

Use a Review Tool

- Keep things *objective*
- Provide a clear outcome
- Identify **results** compared with colleagues

Performance Reviews

- Determine regular intervals
- Incorporate documentation *always*
    - Provide **data**
    - Provide **examples**

Identify Training Needs

- Collaborate with your team
- Repeat what works
- Make it a **priority** and emphasize the **clinical impact**

Pay attention to **red flags**...
or you'll regret it later

Helpful Management Resources

- **The Best Place to Work** *by Ronald Friedman, PhD*
- **Stacking Your Team Podcast** *with Shelli Warren*

QUESTIONS!

References

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