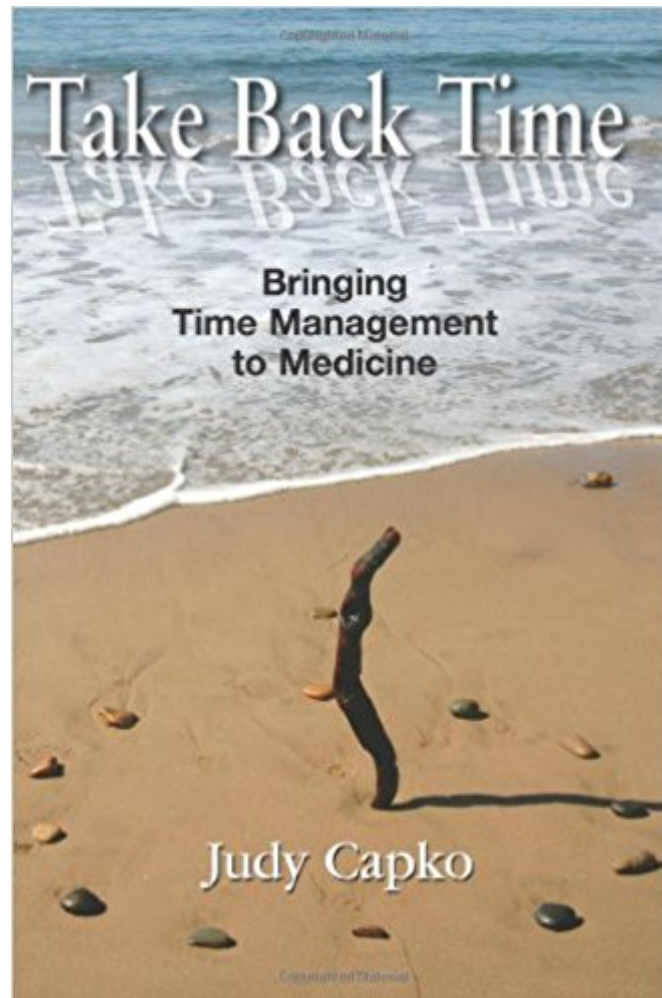




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# **Take Back Time: Bringing Time Management To Medicine**



## Synopsis

Cure your practice's chronic crisis management syndrome. Do constant disruptions, priority shifts, scheduling nightmares, rising costs, coding errors, reimbursement hassles and spiking workloads have everyone in your medical practice working harder yet accomplishing less? Take back control. In her newest book, nationally recognized healthcare consultant Judy Capko reveals simple, affordable and amazingly effective time management secrets for improving the patient experience, empowering staff, creating a smoother, more successful practice ... and enjoying a more satisfying personal life, too. Practical, proven time management strategies drawn from successful large, small, and major academic faculty practices nationwide A win-win focus on quickly defusing conflicts, clearing hurdles and building confidence to create lasting rewards for physicians, practice managers, staff, and patients Ready-to-use tools, including checklists, grids, comparison charts, efficiency-boosting office floor plans, suggestions for patient pre-visit forms and more Real-world examples of where and why time management problems arise in medical practices (including a tactic commonly used to curtail staff's personal use of phones and the Internet that can actually cost a practice \$20,000 in lost productivity) Take Time tips that follow up each chapter with specific action items

**SELECTED TABLE OF CONTENTS**

Chapter 1: Are You Being Sabotaged How to audit your practice and habits to lower stress and raise performance. Chapter 2: Can We Talk? How to use good communications to get more done ... more easily. Chapter 3: Those Maddening Phones How to give systems and people more control over calls, call-backs, and virtual patients. Chapter 4: The Sensible Schedule How to stay on time, manage workload, and minimize the impact of missed appointments. Chapter 5: Get It Right! How to improve quality, eliminate steps, and position your practice for Pay 4 Performance. Chapter 6: Make The Most Of Staff How to empower staff, defuse conflicts, fast-track learning and create a can-do culture. Chapter 7: Virtually Yours How to use Internet and mobile technologies to streamline everything from patient exams to communicating inside the practice. Chapter 8: Your Partner - The Patient How to use practice tools, people skills and technology to turn patients into true partners. Chapter 9: Mine The Business How to build a better practice by using business intelligence, benchmarks, and dashboards to improve focus and decision-making. Chapter 10: Get Back Your Life How to balance demands and set healthy boundaries that keep you from becoming stressed, exhausted, and a workaholic Chapter 11: From This Day Forward How to use new-found control at work as a springboard for greater personal freedom to pursue passions and make a difference.

## Book Information

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## Customer Reviews

Historically, the practice of medicine has been reactionary. With the tools in Take Back Time, Judy Capko has provided the opportunity for the health care industry to become proactive with time management skills. By utilizing the recommendations in this book, the reader can end the feeling of being in crisis mode. Charlene Burgett, MS-HCM, CMA, CMM, CPC, CCP, CMSCS Administrator North Scottsdale Family Medicine PAHCOM National Advisory Board Amazing! Judy Capko has outdone herself again with this new book. She has proven that she has a complete, global understanding of the practice of medicine, much more so than physicians. She is able to verbalize our day-to-day limitations/frustrations and offer simple, comprehensive solutions, making the medical office more efficient while saving money. This book is a must-have for any medical office seeking to rise above the competition and deliver the best patient satisfaction possible. Peterson Pierre, MD Pierre Skin Care Institute Thousand Oaks, CA Finally, a book that addresses the number one issue facing physicians not enough time. Judy Capko presents an oasis of ideas and techniques for the stressed out physician to survive and bring balance (and even joy) back to the practice of medicine. Randy Bauman President, Delta Health Care Brentwood, TN Love it! As usual Judy has taken a commonsense approach to one of our biggest problems time management with a rock solid message for overworked physicians and office managers. Carol Aiken, CMM Manager, Quality Control & Process Improvement, Huntsville Hospital PAHCOM National Advisory Board Judy Capko reminds us that regardless of who you are, where you are or what you do, an hour, YOUR hour has 60 minutes in it. This book offers a wealth of information and tools that will help you increase your

productivity and efficiency. It is time to take charge of your day and your career! Cynthia L. Dunn, RN, FACMPE, Senior Consultant, MGMA Health Care Consulting Group, Englewood, CO In a very practical way, that is Judy Capko's trademark, she has provided a roadmap to help me be a better physician, more effective manager, and most importantly, more time to really enjoy life. This is a book is worth your time. William Keating, MD Dawsonville Family Practice Dawsonville, GA The timing of this book could not be better. It is obvious that the authors saw the need for a practical guide to time management in physician office practices as they consulted in those practices throughout the country. The presentation of real life scenarios and the down to earth process for re-gaining control over your time is uncanny. Every practice manager in the country will identify with the challenges and welcome the solutions. This is a book well worth reading and then reviewing every six months! Anne Cordes, MBA Executive Director, PAHCOM Professional Association Health Care Office Management --Manuscript Reviewers

Judy Capko is a nationally recognized healthcare consultant, speaker and author of the popular book *Secrets of the Best-Run Practices* (Greenbranch Publishing, 2006) whose innovative, energetic approach to organizational management and strategic planning has helped hundreds of medical practices maximize resources, build patient-centered strategies, and motivate and value staff's contribution. During her 25 years in the field, healthcare consultant and popular speaker and author Judy Capko has seen too many medical practices where constant disruptions, schedule rising costs, difficult reimburse and spiking workloads have everyone busier and busier, but accomplishing less and less. When crisis management becomes routine procedure, she says, no one's happy. Patients don't get seen on time, physicians end the day facing mountains of paperwork, staff feel exhausted, overhead soars and productivity sinks. Her new book is designed to help medical practices take back control.

This is a very short, disappointing and expensive book. I hoped to learn how to improve the flow of my time with patients. They don't like it when I am an hour behind, I don't like it and the staff doesn't like it. The time inside the exam room is barely addressed. As a general internist my staff is not RN's, but MA's. As a PCP we don't have a lot of repetitive procedures or pre-op or post-op visits. A large percentage of our patients are elderly, and almost 100% are chronically ill with many providers, many appointments, many medications. Asking a 75 year old patient who is very short of breath and has diabetes to set up their own thin cut chest CT, which may require holding meds or taking IV fluids prior is unrealistic. I didn't get a sense of any way that has worked for others to cut

down on prior auth letter (asst does 4-10 I do 3-4 daily) time, or the HUD housing form time, or the FMLA form time, or the work excuse writing time or the MVA exam time . I hoped for "resetting expectations so that we address the most important item first" and "faster ways to review charts before appointments" and "how to set up standing orders for vaccines in a way that won't get you in trouble with Medicare " and "correctly filling patient registries " and "how can we answer nursing homes in a way that gets the patient THERE what they need without compromising the one in the office by making them wait" and "having receptionists to update phone #'s while the patients wait for you --is that a reasonable expectation?" and "several successful techniques for keeping families of the elderly informed without having to make a 15 minute call after each 15 minute visit, assuming you can reach the family " . I got instead , buy a kiosk, let your manager (who doesn't work for me, but the PHO) hire a consultant, maximize revenue (I want to maximize nights I get home before dark), have patients schedule their own tests (our lawyers LOVE that one). There were some nice telephone etiquette suggestions , but not \$50 worth. This is not unique to the book, but I lost heart when 1. a young FP was characterized as a loser for feeling overwhelmed , unlike her high roller specialist clients, and 2. the suggestion was streamline with an EMR. Going to EMR has added 2 hours to my day, unfortunately most of it while patients have to pay and wait while I type their note during their visit (former career , computer programmer, degree numerical analysis , NOT technophobic) . Those in non-surgical specialties (most of the MD's) simply can't charge enough to do as she suggests unless they focus on revenue over and above patient care. I felt taken advantage of because the assumption is that I can afford to throw away what I get paid for 3.5 patient visits .

Ms. Capko provides a reflective approach to examine how the reader values their own time and discusses various scenarios that are so common in the medical office. She reminds us that the physician's time is one of the most valuable assets in the practice and how we use it will make a powerful difference in managing costs and improving patient service. Throughout the book we are provided with windows of opportunity to reduce processes that will result in substantial cost savings; including real life suggestions on how we can make far better use of technology to make the practice function better and improve patient service, while saving time. This book is one that can be read and re-read to keep physicians and managers on track with improving overall efficiency and profitability.

Judy, as always, has very practical and useful tips. I have recommended this book to many others

who have thanked me more than once for what they have learned. I do some seminar work and often refer to suggestions made in this book to pass along to those who attend my sessions. Highly recommend that you get this book and read it immediately - a way to save time, keep focus, and then keep it handy as a reference as we always slip back into doing things that we used to do instead of making positive changes as suggested in this great book.

Ms Capko has a way of making you find ways to successfully use your time and ease the work load, as time is used correctly and simplifies office stress and procedures. Wasted time is money and makes for turmoil as a good management program is not in place. This book offers suggestions and guidance to correct mismanaged time and tasks Very good read

I'm always looking for practical means to increase efficiency, profitability and patient satisfaction. I found several here, presented in an especially straightforward manner, which is important because we're very busy. It's a great staff resource.

This book is spot on for helping physicians and administrators manage time better and provides both insight and recommendations on how to avoid those annoying time traps.

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