

Answer Sheet for

Student Name: _____

Study and Assignment Guide**Week 7 The Clinic Director/CEO and the Manager Part II**

Please write (legibly please) your answers or what you did for the assignments in Week #4. Have your Clinic Director sign below and fax or email us when completed. Try to get it back to us by Tuesday before the next class. Please use a separate sheet if you need more room.

Thank YOU!**Fax:** 1(877) 868-0909**Email:** Services@GoalDriven.com

Monday Morning Motivation Tent Poster: Watch your inbox on Monday mornings for the week tent poster.

_____ **Post a WIN**_____ **Post a TIP****Reading/Video**

- ___1. Read and study the job checklist for the Manager.
- ___2. Read and study the Job Checklist for the Clinic Director.
- ___3. Read the excerpt of Habits of Highly Effective People by Covey.
- ___4. Watch the TED talk by Jacko Willink.
- ___5. Quality of Patient Outcomes scale.

Study Questions:

- ___1. Which of the seven habits by Covey can you use to help the office most next week? Why.
- ___2. What is synergy? How can you use this with your Clinic Director? How can you use it with the team?
- ___3. How can you apply Jacko Willink's talk this to your office?
- ___4. How does the practice manager help the clinic director be a better leader?
- ___5. Review and pick out two of the Goal Driven Principles that resonate with you. What are they? Why

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Week 7 The Clinic Director/CEO and the Manager Part II

Training Partner Session With _____

- ____1. Discuss which departments are strongest in each other's offices, and which need the most work. Offer suggestions to improve.
- ____2. Discuss the Quality of Patient Outcomes scale and come up with 2 action steps to improve patient service and or outcomes. What are they?
- ____3. Discuss how your training partner can create more synergy with their team.
- ____4. Discuss how your training partner can create more synergy with their clinic Director.

Working with Your Clinic Director

_____ Review the Practice Department Progress Grid. Meet with your clinic director and grade each department, 1-5, on how well it is achieving its goals. Please fill in and fax back to us with your grade for each department.

_____ Go over the monthly duties(sample below) of the Clinic Director with your Clinic Director. Decide if they work for your office, and if so, lock them in as a standard operating system. If not, adjust the functions so they are appropriate for your office and ensure that these actions occur regular each month.

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Study and Assignment Guide**Week 7 The Clinic Director/CEO and the Manager Part II****Excerpt from Clinic Director Checklist Monthly Duties**

- ____ 1. **Know the condition of the clinic.** This is primarily achieved by looking at the statistical trends and knowing whether they are headed up or down.
- ____ 2. **Monthly review and planning.**
 - ____ a. **End of month meeting with the manager.** Review month's stats and issues. Tentative game plan is made.
 - ____ b. **Team meeting.** First week of month. Get everyone's input and report on progress to goals, and make plans for new months.
 - ____ c. **Marketing meeting.** Second week of the month. Review stats and make plans for next 2+ months.
 - ____ d. **Clinical meeting.** Third week of month. Meet with doctors and clinical team to review clinical issues. Provide training.
- ____ 3. **Coaching review of the manager.** Meet with your manager and give them feedback on how they are doing. Plan how they can improve.

____ Discuss the Quality of Patient Outcomes scale and come up with 2 action steps to improve patient service and or outcomes.

What are they?

____ Ensure that your Clinic Director watches Class 8. They can access it through the Clinic Director's hub:

(Optional: How's your exercise program?)

Share Session Completed with _____

Clinic Director Briefing. Wow! Our manager did a great job briefing me on the material she learned and how to use it. I also asked her questions, and they were able to give smart answers!

Student Name: _____ **Clinic Director: Initial/signed:** _____