
HIRE RIGHT THE FIRST TIME

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ISMS

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OFFICE MANAGEMENT SOLUTION

The art of unifying people, process and strategy

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Donna is a business and health care consultant. She is a licensed Nursing Home Administrator and has spent more than 30 years in the healthcare industry. As an office manager, she has improved processes, staff development and recognizes the value of an efficiently run practice. She is also a speaker specialist, content expert and writes for a healthcare newsletter.

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Objectives

- Understand the importance of hiring the right person
 - Identify appropriate questions to ask at an interview
 - Identify methods to retain employees
 - Describe techniques to motivate employees
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Employees have a
direct effect on patient
care

Hiring the Wrong Person Costs

- Time
- Money
- Patients



Guidelines to Finding the Right Employee

- Identify job qualifications
 - Write a job description
 - Prepare interview questions
 - Don't ask leading questions
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Questions to Avoid

- Sex
 - Age
 - Race
 - Religion
 - National origin
 - Marital status
 - Personal life not job related
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During Interview

- Describe job description/requirements
 - Listen to the candidates responses
 - Probe what is not clear
 - Observe candidates' actions and body language
 - Be specific about your expectations
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- Determine if candidate will fit your practice environment
 - Keep an open mind
 - Don't make a decision in the first few minutes of the interview
 - Check References
 - Verify Education
 - Offer a competitive benefits package
-

■ Listen

■ Listen

■ Listen

New Employees

- Engraved Name tags
 - Introduce to staff
 - Tour of the office
 - Biography
 - Feel welcome
-

Professionalism

- Behavior
 - Attitude
 - Traits
-

Retaining Employees

Make sure they have:

- Tools to succeed
 - Copy of your policy manual
 - Job description
 - Workshops/training
 - Feedback
-

Continued

- Recognition or reward
- Regular staff meetings
- Cross train
- Empower



If They're Doing A Great Job.... Let Them Know

- Verbally
- Written
- Email
- Mention at staff meeting
- Post on board

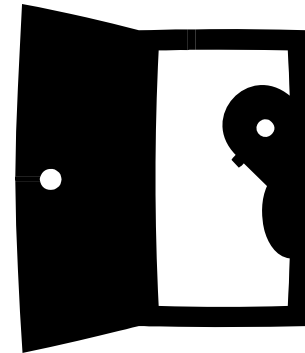


SMILE!
IT'S CONTAGIOUS



Encourage

- Communication
- Open door policy
- Creativity



Communication between

- Supervisor and employee
 - Employee to employee
 - Employee to patient
-

Build a Team

- Expectations
- Team Goals



“Motivation is everything. You can do the work of two people, but you can’t be two people. Instead you have to inspire the next guy down the line and get him to inspire his people”

Lee Iacocca

Motivating Employees

- Encourage “thought out” risks
 - Inspire innovative thinking
 - Encourage growth
 - Help set standards
 - Clear expectations
 - Celebrate successes
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As Well As.....

- Keep your promises
 - Be a role model
 - Use humor and laughter
 - Show employees you care
 - Make employees feel important
 - Consider the impact of changes
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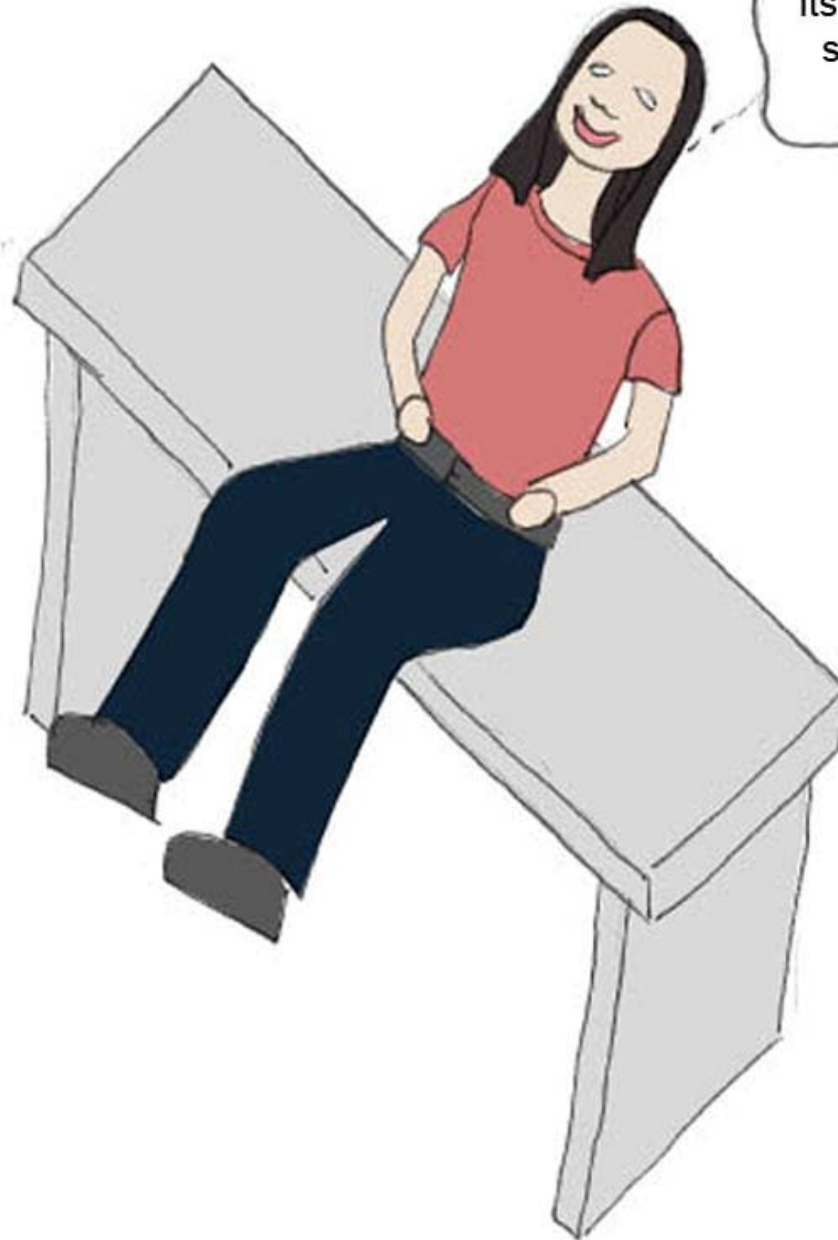
Synergy:

The combined effect is greater than the sum of their individual effects

**“Coming together is a beginning,
keeping together is progress, working
together is success”**

Henry Ford

PATIENT LOYALTY



Its nice to talk to
someone who
cares!

Key Words

- Hire
 - Retain
 - Motivate
 - Recognize
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**Thank you
for your time**

Questions?
