



## Katie Schafer, DO

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Inside Out: Keeping **Joy** in Charge of Your Pediatric Office Culture





# Faculty Disclosure

I have no relevant financial relationships with the manufacturer(s) of any commercial product(s) and/or provider(s) of commercial services.

I **do not** intend to discuss an unapproved/investigative use of a commercial product/device in my presentation.



# Learning Objectives

**At the conclusion of the presentation, participants should be able to:**

1. Identify methods for ensuring employee retention
2. Understand the fundamental concept of culture as it relates to employee satisfaction
3. Feel inspired to implement a change at their practice



**Sometimes it's  
really fun...**

**...other times you want  
to get off the ride!**





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# What does it take?

A well defined culture

Ample opportunity

Giving purpose

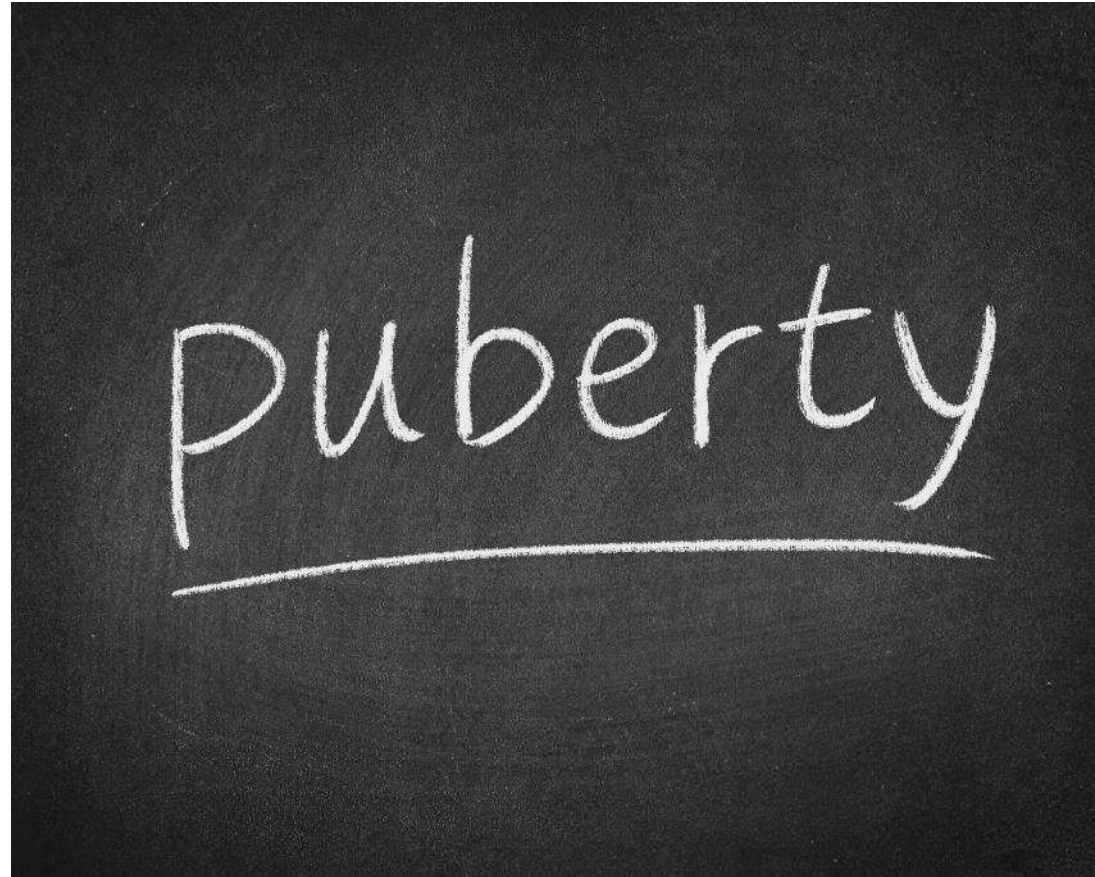
Rules are OK!

So is having fun!





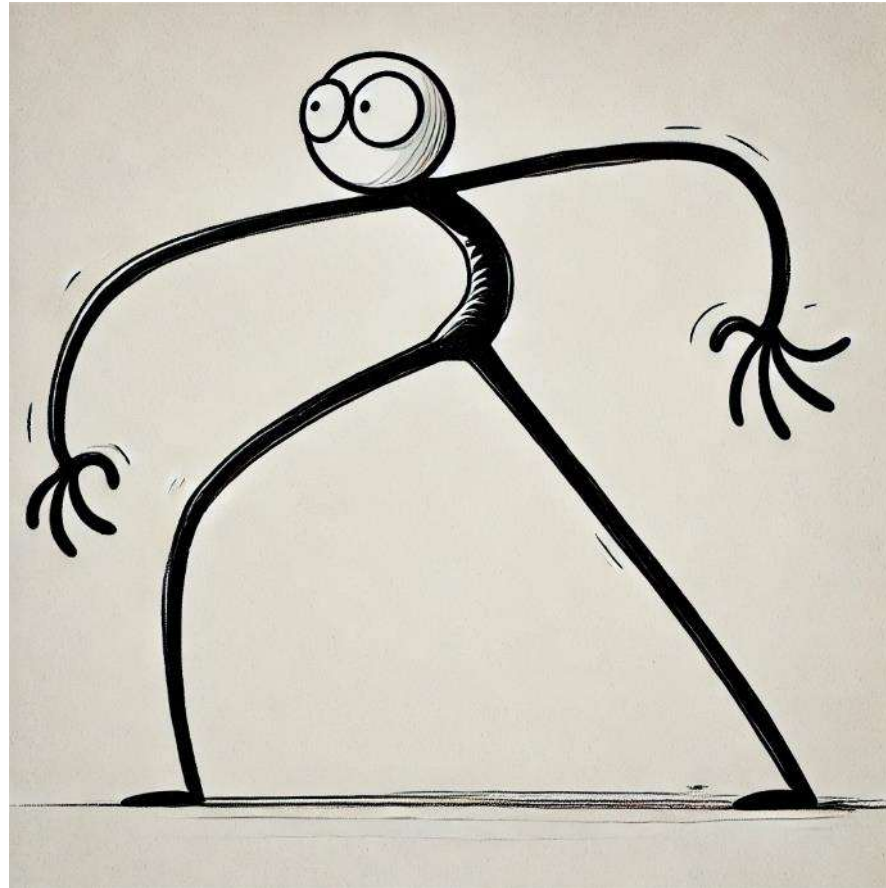
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# Provider

\*\*\* Growth

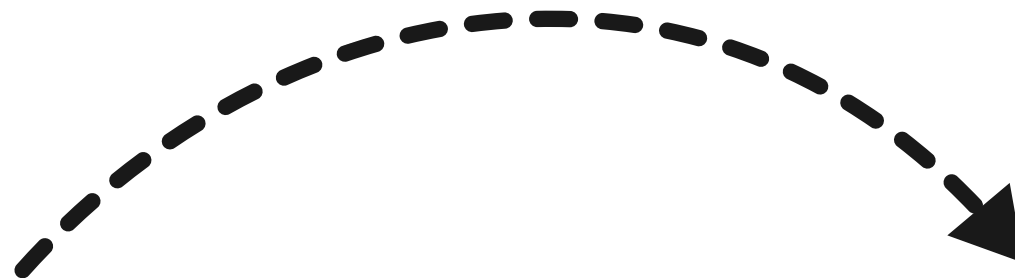


4

2019

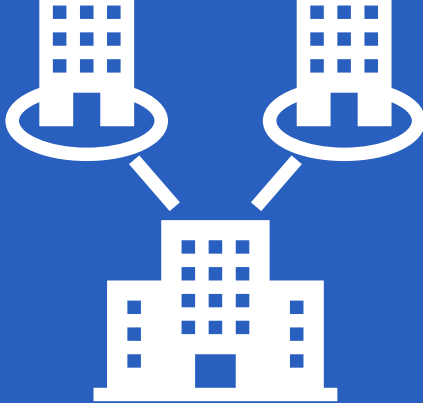
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2024



# Location

## \*\*\* Growth

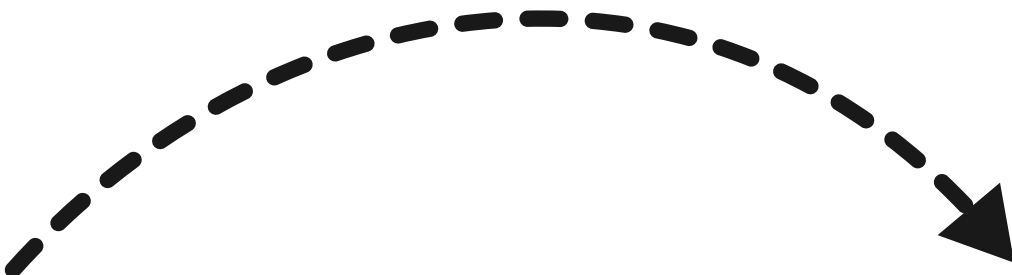


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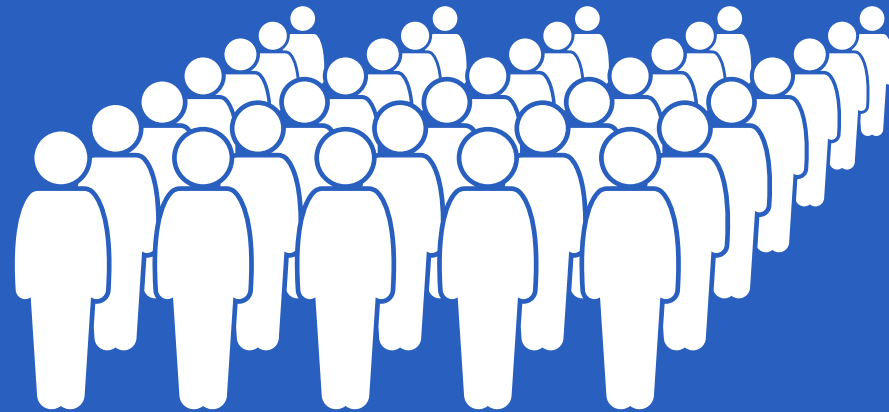
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# Employee Growth

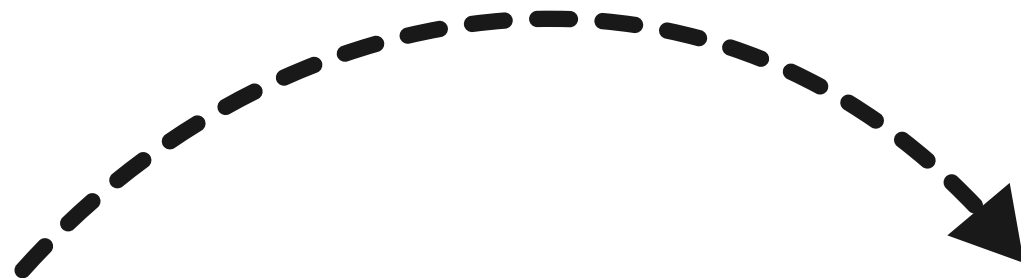


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2019

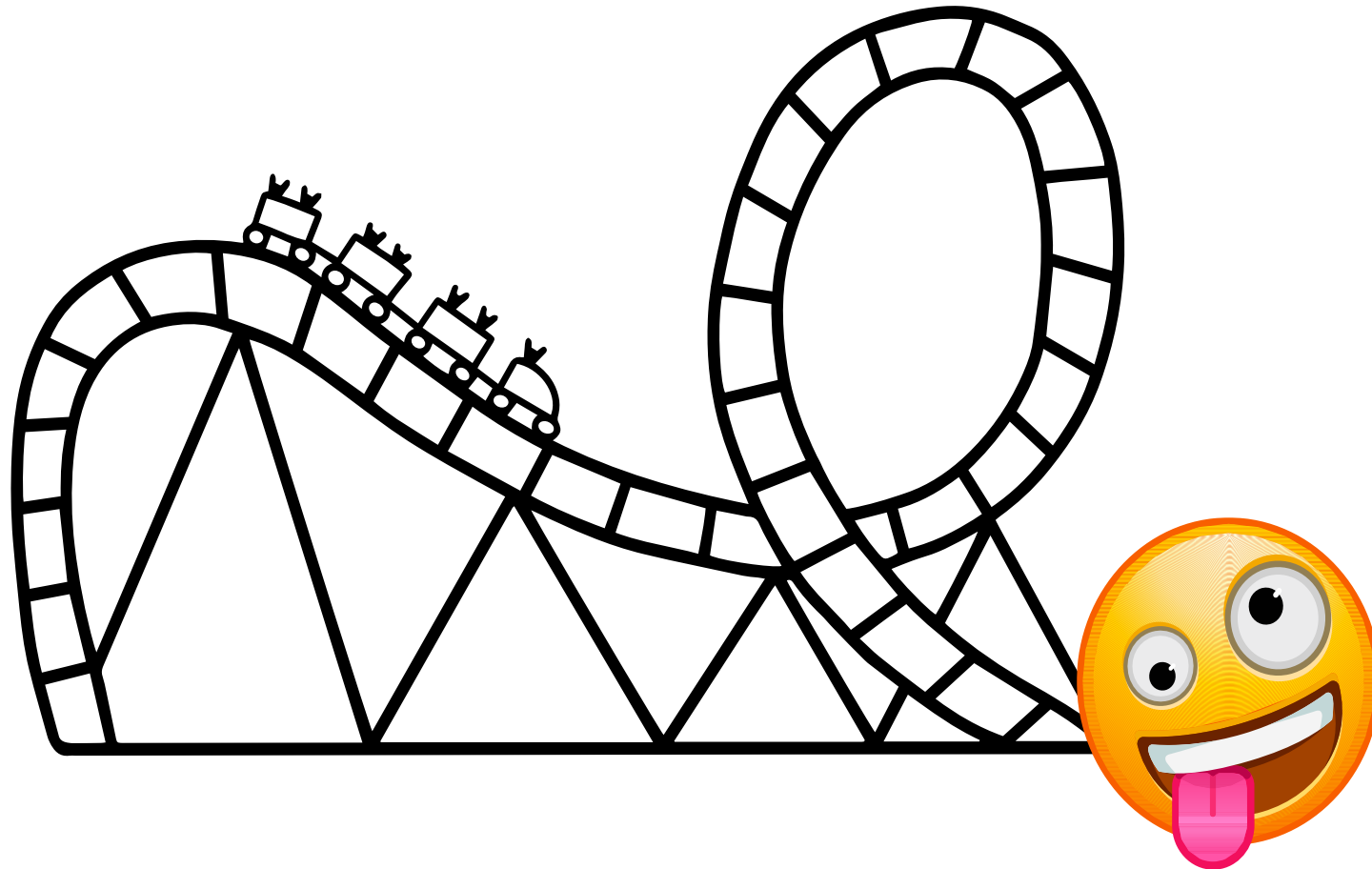
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2024





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Why does employee  
**joy & fulfillment matter to you?**



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# Why does employee **joy & fulfillment matter to you?**



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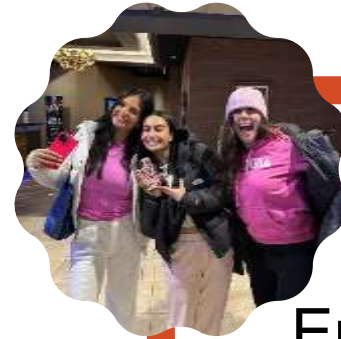


# Why does employee joy & fulfillment matter to you?



## Improved Productivity

Happy employees are likely your most productive.



## Retention & Recruitment

Engaged employees are the biggest catalysts for other people wanting to work for you!



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# Define Culture

**If you don't know where you're going  
you'll wind up someplace else.**



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# Define Culture

**Our culture radiates in everything we do!**

This ensures that the patients feel it, the employees feel it, and so does the community!



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The answer is "Yes!"

What is the question?

# Provide Opportunity

**Treat your employees like they make a difference and they will.**



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# Employee Inspiration



Listening to employees' ideas and suggestions, no matter what their status in the business, allows them to feel that their opinion and contributions matter!



## Blood Drive

Front desk employee suggested we do this!  
The Red Cross said it was one of their most successful **first time** drives!



## Getting rid of table paper

This was brought up by an MA during a staff meeting when she brought up that we were "going green" so why did we use table paper?

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You guys are amazing! I just looked at the products and I see 52 pints collected and our projection to the hospital was 30 pints. Amazing! Thank you all so much for everything you did!



45 whole blood  
7 power reds  
Wow!!!!!!

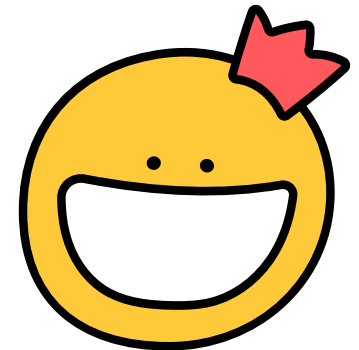


# Bloom Pediatrics Blood Drive



# Purpose Matters

**Purpose drives engagement**



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# Purpose Matters



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Rules are OK!

Rules are OK!



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# Rules are OK!

**We have a very strict attendance policy!**

This helps to enforce a culture that values team work, reliability and dedication!



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# Attendance Policy



**It's not always rainbows and  
butterflies!**

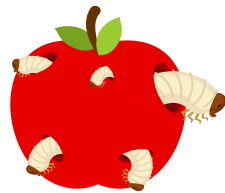




# Attendance Policy

Holding all employees to the same strict standards helps to ensure we employ only those who value their contribution to the team

Weeds out the “bad apples”



<b>0 points</b>	<ul style="list-style-type: none"> <li>• Approved scheduled time off</li> <li>• FMLA covered leaves of absence</li> <li>• Other approved leaves of absence</li> <li>• Practice holidays</li> <li>• Jury duty</li> <li>• Bereavement time</li> <li>• Facility closures due to unforeseen circumstances</li> </ul>
<b>0.5 points</b>	<ul style="list-style-type: none"> <li>• Tardy-arriving to work area 10 minutes after scheduled time or after lunch break</li> <li>• Out early-leaving the work area any time before scheduled work shift without prior approval</li> </ul>
<b>1 point</b>	<ul style="list-style-type: none"> <li>• Unscheduled absence-failure to report to a scheduled shift (“calling in”)</li> <li>• Up to 3 consecutive days off for one “occurrence” of illness, transportation, childcare issues due to illness, etc.</li> </ul>
<b>2 points</b>	<ul style="list-style-type: none"> <li>• No call/No Show</li> </ul>



# Attendance Review

Allows for strict adherence to policy.

Points Accumulated	Document Intervention Level	Key People
3	Attendance record review documented and employee notified	Attendance Manager/email to employee/weekly meeting with owners
4*	Unique cutoff for termination if achieved within first 90 days of employment	Office Manager to terminate
5	Attendance record review w/pre-termination warning documented	Attendance Manager/employee in person/owners
6	Termination	Office Manager to terminate



**Engage in fun!**

**Our last “provider meeting” was  
in route to an Usher concert!**



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# Keeping the right emotions in charge...



**Execute culture**



**Provide purpose**



**Embrace opportunity**



**Enforce rules**



**Engage in fun!**



# Changes You May Wish to Make in Practice:

1. Implement a new attendance policy
2. Find something to bring new purpose to your employees
3. Do something fun!



# References

**Website:** Pediatric Management Institute

<https://pediatricssupport.com>

**Books:**


**Yes, And:** Kelly Leonard and Tom Yorton

**People:** Mark O'Donnell, Kelly Knight & CJ DuBe'

**Employalty:** Joe Mull



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**Follow us:**  bloom\_pediatrics





# Thank you!

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