Practical tips offered for medical employee satisfaction

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Author H. Christopher Zaenger, C.H.B.C., points out first of all the necessity of adequate infrastructure. A practice should have clean furnishings, working phones, and other systems; reasonable flow and function; and written personnel policies and procedures as well as a position list and job descriptions.

New hires should be thoroughly trained and oriented by a skilled staff member, and problems should be addressed in private with the goal of helping the employee succeed. Motivation takes different forms for different employees; new computers, flex time, and consistently saying "thank you" may mean as much to some staff members as a raise.

Ultimately, it is up to the practice owner to create a creative and pleasant work environment that benefits physicians, staff and patients alike, Zaenger notes.

More information: Full Text

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