AMA private practice sustainability: Business operations & workflow

AMA creates tools and resources so physicians can focus on their patients and keep their practices open. Explore resources on internal business operations, clinical workflow and team culture.

Business operations

Learn more about AMA resources relevant to the internal business operations of a private practice.

Staffing and human resources

- AMA STEPS Forward™ Toolkit: Medical Assistant Professional Development
- Embedding pharmacists into the practice
- Team-based care
- A physician guide to keeping your practice open

EHR/internet and IT support

- AMA STEPS Forward Toolkit: Technology & finance
- Patient access playbook
- Information blocking

Learning collaboratives

- AMA STEPS Forward Toolkit: Project ECHO® (Extension for Community Healthcare Outcomes)

Streamlining prior authorization

- Prior authorization practice resources
- Electronic transaction toolkits
- Practice management system selection toolkit


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Overpayment recovery and appeals resources

**Quality improvement**

- Essentials of Quality Improvement
- QI using PDSA

**Culture and leadership**

This collection of educational toolkits offers strategies and resources on how to successfully lead and manage change initiatives, empower a team and drive tangible results.

- Team culture
- Change initiatives
- Listen-Sort-Empower
- Cultivating leadership
- Appreciative inquiry–fostering positive culture
- Lean health care
- Change management and organizational development
- Bullying in the workplace guide
- Racial and Health Equity: Concrete STEPS for Smaller Practices

**Clinical service delivery**

Utilizing workflows that support team-based care will boost the productivity of a practice and enhance the patient experience.

- Behavioral Health Integration (BHI) Collaborative
  - Compendium of behavioral health integration resources for physician practices
  - Behavioral health integration (BHI) Overcoming Obstacles webinar series
- Telehealth Adoption: Telehealth quick guide
- Overdose educational resource collection for physicians: End the Epidemic
- Getting rid of stupid stuff

**Workflow**

- Behavioral health integration
- Pre-visit planning


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Pre-visit labs
Team documentation
Medication management