

# AMA private practice sustainability: Business operations & workflow

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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

- AMA EdHub: Electronic Prior Authorization: A Better Way
- Prior authorization practice resources
- Electronic transaction toolkits
- Practice management system selection toolkit

- 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

- | Pre-visit labs
- | Team documentation
- | Medication management