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
Pre-visit labs
Team documentation
Medication management