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Mastering Patient Flow

Mastering Patient Flow
4th Edition

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MBA, FACMPE, CPC

MGMA
Medical Group Management Association
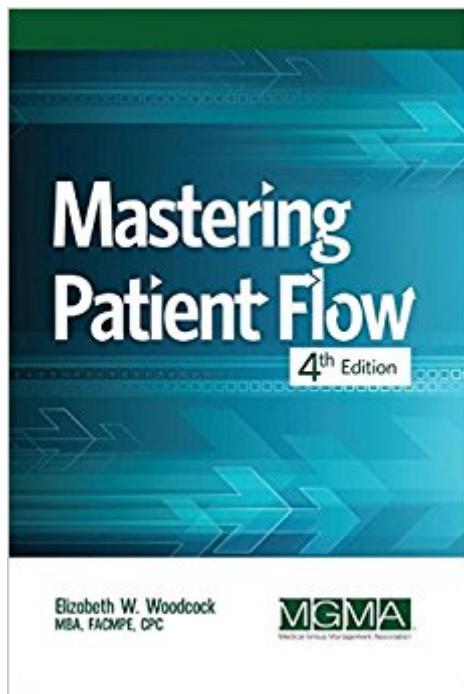
Synopsis

Delivering high-quality, cost-effective patient care requires creating and sustaining patient-centered practice operations. Whether you are new to managing patient flow or a seasoned pro, the updated edition of this MGMA bestseller is your essential resource for uncovering new opportunities and efficiencies. This practical, must-read book offers an updated assessment of a medical practice from the most important point of view: that of the patient.

Book Information

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Customer Reviews

"Elizabeth Woodcock s Mastering Patient Flow, 4th edition redefines the industry s best practices in patient flow. Her practical concepts and tools give you everything you need for meaningful and measurable operational improvements. --Gena M. Weir, FACMPE Manager of Primary Care Clinics, Centura Health, Denver"Mastering Patient Flow, 4th edition continues to be my bible for understanding all the essential components of successful physician practice management. Elizabeth gracefully moves from the high-level concepts behind successful practice management to the essential details of implementation using easily understandable language. Anyone involved in the changing world of physician practice management can save themselves thousands of dollars in consulting fees by paying careful attention to this national expert s words of wisdom. --David Bank, MD, MBA Vice Chairman of Clinical Operations, Department of PediatricsColumbia University Medical Center, NYP/Morgan Stanley Children s Hospital, New YorkElizabeth Woodcock is simply the top practice management expert in the field, and she s proven it again with Mastering Patient

Flow, 4th edition. She has given the medical practice industry an insightful, up-to-date reference manual for managing our businesses. This book is easy to read and packed with specific examples, implementable solutions, and practical advice. Not only is this book a valuable, go-to resource for me, but it is required reading for new practice administrators in my group. --Sherry Dorsey, MBA, CMPE President and Chief Administrative OfficerNortheast Georgia Physicians Group, Gainesville, Ga.

Elizabeth Woodcock is a professional speaker, author and trainer specializing in medical practice management. Woodcock has focused on medical practice operations and revenue cycle management for more than 15 years. Combining innovation and analysis to teach practice operations, she has delivered presentations at regional and national conferences to more than 150,000 physicians and managers. In addition to her popular e-mail newsletters, she has authored several best-selling practice management manuals and textbooks, and published dozens of articles in national health care management journals. Woodcock is a Fellow in the American College of Medical Practice Executives and a Certified Professional Coder. In addition to a bachelor of arts degree from Duke University, she completed a master of business administration in health care management from the Wharton School of Business of the University of Pennsylvania.

I manage a small clinic with about 26 employees. This book was really useful.

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