



Health e Connections Newsletter

Happy November!

We're thrilled to bring you our latest newsletter, where you'll find an insightful article by our esteemed Senior Consultant, Denise Roberts. Discover why succession planning should extend beyond physicians and providers to also include non-clinical staff as well. Dive into the details below!

Also in this edition, our CEO, Jill Arena, and Director of Sales, Dave Beatty, share key insights from the athenahealth Thrive conference.

Don't miss out on our [Medical Money Matters](#) podcast, where you'll discover invaluable expert strategies to grow your practice. Additionally, explore our wide range of educational programs to enhance leadership skills and optimize the revenue cycle within your clinic.

[We'd love to hear from you!](#) Let us know what topics you're interested in for our future newsletters. Your feedback is invaluable to us.

Featured Article

"Succession Planning Beyond Physicians and Providers: A Critical Strategy for Medical Group Success" by Denise Roberts

This month, Senior Consultant Denise Roberts highlights the significance of succession planning and the need to **invest in the growth, development, and retention of all team members, including non-clinical staff**. She explains that non-clinical staff play a crucial role in an organization's success and that high turnover rates result in expensive recruitment and training costs. Denise also stresses that effective succession planning is not merely about filling positions; it is about cultivating a culture of continuous learning and personal development.

Discover more about the importance of incorporating non-clinical staff into succession planning by [clicking here](#).

Seeking assistance with succession planning? Health e Practices, alongside Denise Roberts, is ready to assist you in **crafting a comprehensive plan** or **evaluating your existing one to pinpoint areas for enhancement**. We are here to support you! For any inquiries, please reach out to [Dave Beatty, Director of Sales](#), or visit our website at healtheps.com.

[Click here to read Denise's article](#)

Health e Practices on the Road

Highlights from the athenahealth Thrive Conference

We had the opportunity to attend Thrive last month. Our CEO, Jill Arena, and Director of Sales, Dave Beatty reflect on their top takeaways:

1. According to studies cited at the conference, 59% of physicians in independent practice are concerned about the financial future of their business.
2. Many of the physicians we spoke to at the conference were unaware of how to use the CPT code G2211 to improve their reimbursement on work they're already doing.
3. Austin is a great foodie and music town!

You can contact us about any of these issues - we're happy to share recommendations, and to work with you to improve financial performance, code with more confidence, or figure out where to go to dinner the next time you're visiting Austin!



Jill and Dave at Thrive

About the *Medical Money Matters* Podcast

Demystifying the Business of Outpatient Medicine

Join Jill Arena, CEO of Health e Practices, and other healthcare industry experts in our weekly podcast, [Medical Money Matters](#).

Our goal is to provide you with practical insights and key resources to excel in managing your medical practice's financial and business aspects. This month, we released episodes on the following topics:

- **101:** Meet the Four Embezzlers Lurking in Plain Sight: A Guide for Savvy Physicians
- **102:** Is Your Office Manager Living the Peter Principle?
- **103:** Is your Cyber Incident Response Plan Up to Snuff?
- **104:** Second Season Finale and Giving Thanks

Stream Medical Money Matters on your preferred podcast platforms, or [jump right in and start listening here](#).

Prefer reading? Dive into our [podcast blog](#) where you can find detailed transcripts and more.

[Click here to listen](#)

Educational Programs

Unlock New Opportunities for Growth and Development

Explore how our cutting-edge educational programs can transform every aspect of your clinic:

- [Revenue Cycle Leadership Series \(RCLS\)](#): Integrating best practices in financial and revenue cycle management
- [Medical Administrators Performance Series \(MAPS\)](#): Taking leadership performance to the next level
- [Front Office Revenue Cycle Education \(FORCE\)](#): Understanding the impact your front desk has on your clinic's bottom line
- [Physician Leadership Project \(PLP\)](#): Building a confident, skilled, and well networked community of physician leaders

[Click here](#) to see these programs and more!

[Visit our website](#)

Have questions about any of our programs? [Book a Discovery Call here](#)

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