

HOW DOES YOUR PRACTICE MEASURE UP?

The quick self-test below is designed to help you assess how well your practice is doing in each of the five key areas outlined in the article. Answering “yes” to two or more questions in a section indicates a need for improvement in that area. For a more comprehensive practice self-assessment, see <https://www.aafp.org/fpm/2001/0200/p41.html>.

Key areas	Yes	No
Patient service		
Do you cancel patient visits frequently or on short notice for personal reasons?	<input type="checkbox"/>	<input type="checkbox"/>
Do you routinely fail to return patient phone calls?	<input type="checkbox"/>	<input type="checkbox"/>
Have you overheard a staff member being rude to a patient?	<input type="checkbox"/>	<input type="checkbox"/>
Focus and discipline		
Do you file financial statements away without reviewing them?	<input type="checkbox"/>	<input type="checkbox"/>
Do you fail to consider your budget or strategic plan when deciding on a course of action?	<input type="checkbox"/>	<input type="checkbox"/>
Are you surprised by year-end financial statements?	<input type="checkbox"/>	<input type="checkbox"/>
Governance and decision making		
Do you often second-guess your administrator’s day-to-day decisions?	<input type="checkbox"/>	<input type="checkbox"/>
Do you and your staff repeatedly revisit issues and fail to make a decision or implement it?	<input type="checkbox"/>	<input type="checkbox"/>
Are your staff members aware of disagreements among the physicians in your practice?	<input type="checkbox"/>	<input type="checkbox"/>
Systems improvement		
Is your policy and procedures manual out of date and seldom used?	<input type="checkbox"/>	<input type="checkbox"/>
Does your office seem chaotic?	<input type="checkbox"/>	<input type="checkbox"/>
Do you have high staff turnover that can be attributed to systems-related problems?	<input type="checkbox"/>	<input type="checkbox"/>
Investment		
Are you and your partners generally unwilling to make significant capital expenditures on things such as building improvements and new office equipment?	<input type="checkbox"/>	<input type="checkbox"/>
Would you describe your office as “shabby,” “messy” or “tired-looking”?	<input type="checkbox"/>	<input type="checkbox"/>
Do you usually buy the most inexpensive office equipment?	<input type="checkbox"/>	<input type="checkbox"/>



FPM Toolbox To find more practice resources, visit <https://www.aafp.org/fpm/toolbox>.

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