

Approved for 1.25 CNE hours per module

<p align="center">Understanding your role as a new supervisor</p>	<ul style="list-style-type: none"> Given a list of tasks to accomplish in a specific time frame, demonstrates the ability to prioritize and organize Demonstrates ability to define and manage communications Identifies what is included in the supervisor role Differentiates role responsibilities from other staff members
<p align="center">Understanding operations</p>	<ul style="list-style-type: none"> Demonstrates knowledge of medical office functionality and workflow Understands use and appropriateness of technology in a medical office Given a set of circumstances, determines how best to improve operations Determines appropriate resource use related to functionality of operations
<p align="center">Human resource management</p>	<ul style="list-style-type: none"> Identifies steps to take before and during hiring Demonstrates effective training, coaching and competency of employees Recognizes sound delegation, counseling and termination practices Ascertain regulatory requirements are met
<p align="center">Financial management</p>	<ul style="list-style-type: none"> Indicates knowledge of revenues Shows understanding of expenses Demonstrates methods to impact profit/loss Recognizes basics on budgeting
<p align="center">Regulatory awareness</p>	<ul style="list-style-type: none"> Demonstrates knowledge of basic regulations related to a medical practice Identifies key areas to focus on to ensure patient safety Understands role in managing regulations
<p align="center">Quality improvement</p>	<ul style="list-style-type: none"> Determines basic quality improvement concepts and shows ability to apply in situations Demonstrates knowledge of quality metrics collection, reporting and analysis
<p align="center">Team based care</p>	<ul style="list-style-type: none"> Shows understanding of team elements of team functioning Demonstrates ability to define communication, goals and leadership needs Identifies data and process needs in a practice Defines how complimentary roles can improve teams