

## **Practice Operations Health Check:** Get 'er done before 2020!

Elizabeth Monroe, COE, CPSS, PHR Senior Consultant August 28, 2019

## Elizabeth Monroe, Principal, COE, CPSS, PHR BSM Consulting®



TITLE | Principal and Senior Consultant

ABOUT

Ms. Monroe joined BSM in 2013 and is based in Phoenix, AZ. Prior to joining BSM, she spent nearly eight years serving as the Chief Operations Officer for a large, multi-subspecialty ophthalmology clinic in Florida.

AREAS OF EXPERTISE In her current role, Ms. Monroe provides ongoing support to ophthalmology and medical aesthetic practices. Specifically, she offers assessments and continuing assistance in all facets of practice operations, including:

- · Flow and Efficiency
  - · New Physician Integration
  - Human Resources/Labor Law
  - · Staff/Management Training
  - · Front Desk Operations and Patient Acquisition
  - · Employee Satisfaction Surveys

PROFESSIONAL ACCOMPLISHMENTS

- Recurring customer service columnist, Ophthalmic Professional magazine
- Chairperson, Masters in Ophthalmology practice manager program
- Frequent contributor, speaker, and panelist for the American Society of Ophthalmic Administrators (ASOA) and American Academy of Ophthalmology (AAO)

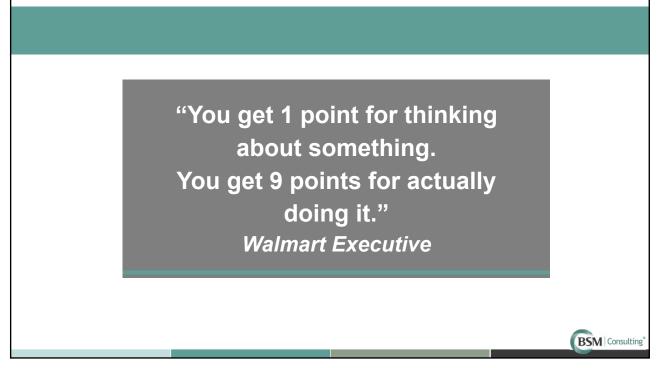
**CREDENTIALS AND CERTIFICATIONS** 

Certified Ophthalmic Executive (COE) Certified Patient Service Specialist (CPSS) Professional in Human Resources (PHR) Gallup-Certified Strengths Coach

**EDUCATION** 

Master of Arts, Rice University Bachelor of Arts, Florida Southern College



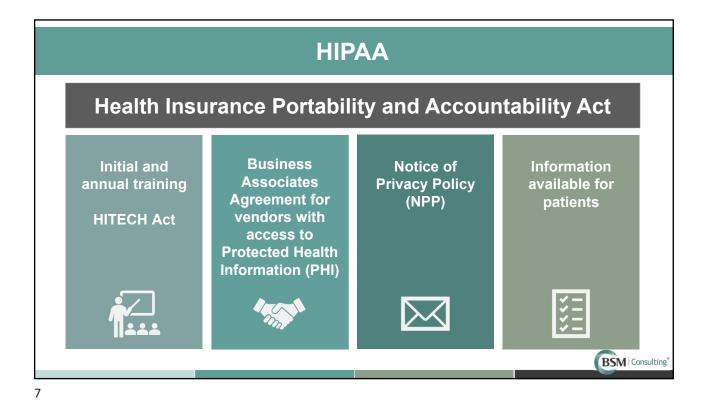


## COMPLIANCE TRAINING: ARE YOU CURRENT IN STATE AND FEDERAL REQUIREMENTS?



5





Initial and annual training

Free resources available on www.cms.gov

