Allergy Practice Assessment Quiz

A new tool to elevate your practice!

What is it, and how can it help?

• A web-based assessment quiz that evaluates your practice across 14 key areas.
• Get a personalized analysis of your practice’s strengths and opportunities for improvement. Plus, we’ll recommend specific College resources to help.
• Topics include coding, allergen extract mixing, practice profitability marketing, biologics, practice parameters & yardsticks, and more.
• It’s free to College members and only takes 15 minutes!

Find the quiz at college.acaai.org/pmc
Practice Assessment Quiz

Question 1 of 14

Coding (Select all that apply)

Our providers and billing staff understand and have implemented the E&M coding rules effective January 2021 that base E&M codes on either medical decision making or time.

We understand how to bill for extract preparation and administration, including Medicare rules for 95165 and Medically Unlikely Edits. We understand billing for commercial payers vs. Medicare and how to handle limits and denials.

We understand how to bill for allergen immunotherapy (SLIT and SCIT), including conventional, cluster and rush immunotherapy. We know how to bill for venom immunotherapy.

We can appropriately code for various types of allergy testing, including oral challenges, local anesthetics, venoms, penicillin and patch testing.

None of the above

Practice Assessment Results

Based on your answers, we've grouped the 14 subject areas into three categories:

1. Beginner (high priority resources): These are areas where your practice has the most opportunity for growth. Review our recommended resources for keys to improve your practice.

2. Intermediate (middle priority resources): Your practice already has some proficiency in these areas, but there are opportunities to add knowledge. We provide links to resources to take your practice to the next level.

3. Expert (lower priority resources): These are areas where your practice is already an expert and is implementing best practices! We provide links to additional resources in case you want to learn even more.
Personalized Practice Assessment Results With Recommended Resources

Beginner (high priority resources) (2)
These are areas where your practice has the most opportunity for growth.

- **Coding Toolkit**
  - Recommended resources:
    - Allergy Office Educational Modules
    - Coding for Allergy Testing
    - Coding for Immunotherapy

- **Practice Efficiency and Profitability**
  - Recommended resources: Practice Profitability Toolkit

Intermediate (middle priority resources) (3)
Your practice has some proficiency in these areas, but there are opportunities to learn and improve.

- Allergy Extract Mixing
  - Recommended resources: Allergy Extract Mixing Toolkit

- Telemedicine
  - Recommended resources: Telehealth Toolkit

- Prior Authorizations (PAs)
  - Recommended resources: Prior Authorization Toolkit

Expert (lower priority resources) (9)
Congratulations! These are areas where your practice is already an expert.

- **Human Resources**
  - Recommended resources:
    - Human Resources Toolkit
    - Allergy Office Essentials Educational Modules
    - Hiring and Onboarding
    - Managing Employees

- **Biologics**
  - Recommended resources: Biologics Toolkit

- **Marketing / Patient Materials**
  - Recommended resources: Marketing and Patient Materials Toolkit
Recruitment and Retention

November 2021

What would you rather do?

Topics

**Recruitment**
- Sourcing - How do you get candidates in the door?
- Selection - Asking the right questions
- Interviewing/Validation - Confirming qualification/fit

**Retention**
- What makes employees stay?
- Employee Engagement & Job Satisfaction
Recruitment

The action of finding new people to join an organization or support a cause

Recruit or Retain - What would you rather do?

Sourcing

Proactive searching for qualified job candidates for current or planned open positions.

Candidate sourcing is one of the most effective ways to hire. On average, one in every 72 sourced candidates is hired compared to one in every 152 applicants.

The improving economy has created a candidate-driven market. You can connect with prospective candidates through:

1. Your practice’s website
2. Job boards
3. Word of mouth
4. Schools
5. Internships
6. Patients

<table>
<thead>
<tr>
<th>KPI’s</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Time to Fill</td>
<td>44 days</td>
</tr>
<tr>
<td>Time to Start</td>
<td>8 days</td>
</tr>
<tr>
<td>Sourcing</td>
<td></td>
</tr>
<tr>
<td>Internal Transfer</td>
<td>17%</td>
</tr>
<tr>
<td>Agency</td>
<td>28%</td>
</tr>
<tr>
<td>Job Boards</td>
<td>45%</td>
</tr>
<tr>
<td>Word of Mouth</td>
<td>9%</td>
</tr>
</tbody>
</table>
Selection

Process of finding a new hire best suited for the role in question.

Why does success in hiring seem to be a 50-50 proposition?

1/3
Obvious misfits

2/3
The pool of acceptable candidates consists of two groups—applicants with Job Fit and the future non-performers.

Since most managers can not distinguish between the two groups, successful hiring or promotions are about 50%.

Selection Tools
Selection Process

1. **Face to face interviews**
   (structured and/or behavioral)

   - Core Intelligence
     - Core intelligence is can-do
     - Tell me about a time when you didn’t know how to do something and how you handled that situation.
     - What is the normal body temperature?

   - Person’s value system
     - What motivates the person
     - Name 3 reasons in order of importance of why you work.
     - What do you think it takes to be successful in this work?
     - Give me an example of one of your successful accomplishments.

   - Person’s behavior
     - Past experience is the best predictor of the future performance.
     - Tell me about a time when you had to confront an angry customer?

   - Person’s state of mind
     - Physiological science has shown that most of our behavior patterns are well ingrained and often deeply grooved by the time we reach 18 years old
     - Tell me about a time when you had to work cohesively as a team with people you didn’t like.

2. **Peer interview**

3. **Work shadowing OR Working Interview**

---

**Selection Process (cont.)**

**2 Questions of H & I:**
- Is this person Happy?
- Is this person Intelligent?

**The three soft skills U.S. employers have the most trouble finding:**
- 36% Critical thinking
- 36% Communication
- 34% Creativity
Validation

Process of confirming your findings/thoughts regarding the candidate.

1. Work shadowing/working interview
2. Provide an offer letter with the expectation to have it signed and returned to you
3. Background check
4. References

Retention

The continued possession, use, or control of something
Retention

Retention – strategic actions to keep employees motivated/focused to stay employed and productive.

5 leading contributors to job satisfaction

1. Opportunities to use their skills and abilities at work
2. Respectful treatment of all employees at all levels
3. Trust between employees and management/physicians
4. Compensation/pay
5. Job security

Employee Engagement

<table>
<thead>
<tr>
<th>Question</th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q00: How satisfied are you with your organization as a place to work?</td>
<td>2.3</td>
</tr>
<tr>
<td>Q01: I know what is expected of me at work</td>
<td>4.5</td>
</tr>
<tr>
<td>Q02: I have the materials and equipment I need to do my work right</td>
<td>2.6</td>
</tr>
<tr>
<td>Q03: At work, I have the opportunity to do what I do best every day</td>
<td>2.9</td>
</tr>
<tr>
<td>Q04: In the last seven days, I have received recognition or praise for doing good work</td>
<td>2.3</td>
</tr>
<tr>
<td>Q05: My supervisor, or someone at work, seems to care about me as a person</td>
<td>2.7</td>
</tr>
<tr>
<td>Q06: There is someone at work who encourages my development</td>
<td>2.6</td>
</tr>
<tr>
<td>Q07: At work, my opinions seem to count</td>
<td>1.7</td>
</tr>
<tr>
<td>Q08: The mission or purpose of my organization makes me feel my job is important</td>
<td>2.6</td>
</tr>
<tr>
<td>Q09: My associates are committed to doing quality work</td>
<td>2.6</td>
</tr>
<tr>
<td>Q10: I have a best friend at work</td>
<td>2.5</td>
</tr>
<tr>
<td>Q11: In the last six months, someone at work has talked to me about my progress</td>
<td>1.9</td>
</tr>
<tr>
<td>Q12: This last year, I have had opportunities at work to learn and grow</td>
<td>4.4</td>
</tr>
</tbody>
</table>

NPS

<table>
<thead>
<tr>
<th></th>
<th>Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>I would recommend my company's services to friends and family members</td>
<td>3.4</td>
</tr>
<tr>
<td>I would recommend my company to friends and family as a great place to work</td>
<td>2.3</td>
</tr>
</tbody>
</table>

No matter what the company’s intent, each office is a unique creation of the managers in the field.
Retention

Retention – strategic actions to keep employees motivated/focused to stay employed and productive.

4 Primary Paths to Turnover

- **Employee dissatisfaction**
  
  Monitor employees’ workplace attitudes, understand and address the drivers of turnover.

- **Better alternatives**
  
  Retain employees by ensuring that the organization is competitive in terms of rewards, developmental opportunities and the quality of the work environment. Be prepared to deal with external offers for valued employees.

- **A planned change**
  
  Some employees may have a predetermined plan to quit (e.g., if their spouse becomes pregnant, if they get a job advancement opportunity, if they are accepted into a degree program). However, increasing rewards tied to tenure or in response to employee needs may alter the plans of some employees.

- **A negative experience**
  
  Employees sometimes leave on impulse, without any plan for the future.

---

Retention

92% of employees would stay with a company if their managers showed a little more empathy.

Warning signs that your employee is about to quit:

1. They’re taking a lot of ‘personal days’
2. They’re unmotivated and distracted
3. They’re unresponsive to emails
4. They’re showing signs of negativity towards colleagues and management
5. They’re spending more time on their phone
6. They refuse to commit to long-term projects
7. They’re less receptive to management instructions
8. They’re uninterested in promotion or advancement
9. They’ve been caught gossiping
10. They’ve increased their presence on LinkedIn
What would you rather do?

Recruit or Retain