



## Getting Your Medical Director Involved

Being the Medical Director of a dialysis facility is an incredible responsibility! In recent years, Medical Directors have been required to take more active roles in every aspect of the running of the unit while being responsible for the clinical outcomes. Here are some general tips on how facility managers can create an environment in which they can work more effectively with the Medical Director to foster his/her involvement at the facility.

- Know his/her schedule and approach him/her during the most convenient times.
- Cultivate your relationship. You both want the same things: patients that are healthy & happy, staff members that are pleasant, well-trained, & long-term employees, and a dialysis facility that is clean, safe & efficient!
- Try to use economy of steps: “Two birds with one stone” (i.e. One page/phone call with several issues.)
- Courtesy emails, notes, or fax reminders are a nice idea.
- Keep them “in-the-loop”. No one likes surprises.
- Make your interactions as pleasant as possible.
- Serve food, coffee, etc.!
- Strive to have the facts at hand.
- Pay close attention to details.
- Invite your Medical Director to lecture to your staff members at an upcoming staff meeting. Be sure to document the date, time, topic, and attendees. Show this to the State surveyor – they will love it!
- The Medical Director is an amazing resource! Remember that!
- Don’t waste their time – be organized.
- Do something nice for them.
- Promote professionalism by demonstrating it yourself.

### Regarding Staff Training ... Did You Know?

- The Medical Director is responsible for overseeing the adequacy of staff training? Remember to include him/her in training initiatives and have him/her sign off on training certificates! (Evidence of training.) Medicare Regulation V-423. Keep copies of training certificates in the employees file. Training must be documented. In the eyes of the State Surveyor, if it wasn’t documented, it doesn’t count!