



Practice Continuity Checklist

WORKING CHECKLIST • Who Holds It • Who Is the Trained Backup • Single Points of Failure • Fill It In By Hand

Pediatric Management Institute
Helping Pediatricians Succeed
pediatricsupport.com • (832) 979-8439

1 | HOW TO USE THIS CHECKLIST

Print it, work down it with the schedule open • a sample of 75 continuity-critical lines from the PMI Responsibility Matrix

231 responsibilities in the full PMI Responsibility Matrix	14 areas the matrix divides the practice into	75 continuity-critical lines sampled onto this sheet	2 names every line needs — a primary and a trained backup	48 items in HR, the largest area — Reporting, the smallest, has 2
HOW TO FILL IT IN ● Every line gets two names. A primary who holds the task today and a backup who has actually done it. Names, not job titles — the point is whether a person could pick it up this week. ● Work an area at a time, in the order the areas appear here. Each band is one area of the matrix, with the count of lines sampled from it. ● Tick DOC? only for a written procedure the backup could follow without asking the primary — logins, vendor contacts, the sequence of steps. ● Date and initial the sheet when it is filled, and redo it whenever an owner, a partner or a manager changes. WHAT THE ANSWERS MEAN ● Two names, box ticked. Covered. The task survives a resignation, a leave and a two-week vacation. ● One name, no backup. A single point of failure. The line is the finding — write the backup you intend to train and a date to train them. ● No name at all. Nobody owns it. That is a finding too, and it goes on the list with the rest. ● Two names, box empty. The backup is a promise, not a procedure. A tick means a written procedure exists and is filed where a stranger could find it — the practice's "Doomsday" file. WHERE THIS SHEET COMES FROM ● The 90-minute continuity drill. This checklist is what the drill's silences turn into — every question the room could not answer becomes a line here with no name on it. ● The full matrix carries the inventory. All 231 items across 14 areas, with owner columns for Partner 1, Partner 2, Office Manager, Supervisor 1 and Supervisor 2. This sheet samples 75 of them. ● Refill it from the matrix. When these lines are covered, pull the next set of lines from the areas listed in section 6 and run the sheet again. WHAT COUNTS AS A FAILURE POINT ● One name and no backup on any line — that is the whole test, and it is the reason the backup column is wider than the checkbox. ● A backup who has never done the task. If they have not run it once, leave the cell blank rather than filling it in hopefully. ● The same name down a whole column. One person holding an entire area is a single point of failure with extra steps. ● A line nobody in the room can fill. Bring it to the partners, not to the next meeting.				

2 | MONEY IN, MONEY OUT

Finance 10 of 27 matrix items • Billing 9 of 17 • bank access, signature authority and the deposit chain

RESPONSIBILITY	PRIMARY	BACKUP	DOC?	RESPONSIBILITY	PRIMARY	BACKUP	DOC?
FINANCE • 10 OF 27 MATRIX ITEMS				BILLING • 9 OF 17 MATRIX ITEMS			
Accounts Payable- Signing Checks			☐	Oversight of Billing Department			☐
Banking Liaison			☐	Bank Deposit Preparation			☐
Cash Management			☐	Bank Deposit Delivery			☐
Bank Loans / LoC Management/Oversight			☐	RCM Liaison			☐
Accountant Liaison			☐	Patient Payment Posting			☐
Deposit Reconciliation (Bank Account vs. Billing System)			☐	Hospital Charge Entry			☐
GL / Billing System Reconciliation			☐	EoB Review			☐
Daily/Monthly Financial Reporting			☐	Practice Fee Schedule Review			☐
Preparation of Annual Budget			☐	Review of Key Performance Indicators (KPI's)			☐
Owner/Partner Bonuses			☐				

3 | PEOPLE, PAYROLL AND CREDENTIALS

HR 9 of 48 • Credentialing 5 of 11 • Physicians 5 of 15 • the lines that stop a payroll or a privilege

RESPONSIBILITY	PRIMARY	BACKUP	DOC?	RESPONSIBILITY	PRIMARY	BACKUP	DOC?
HR • 9 OF 48 MATRIX ITEMS				CREDENTIALING • 5 OF 11 MATRIX ITEMS			
Employee & Provider Payroll Processing			☐	Update State Medical License			☐
Employee & Provider Payroll Corrections			☐	Update Federal Narcotic License			☐
Health Insurance Renewals			☐	Update State Narcotic License			☐
Insurance- Physician Disability			☐	Update NPI Listing			☐
401(K) Enrollment			☐	Update Medicare And Medicaid Provider Application (Billing Tin)			☐
401(K) Annual Testing			☐	PHYSICIANS • 5 OF 15 MATRIX ITEMS			
Staff Salary Schedule			☐	Physician Call Schedule			☐
Employee Personnel File Maintenance			☐	Provider Coverage Issues			☐
Leave Of Absence Qualification/Tracking			☐	Hospital Relations			☐
Both payroll lines are on this sheet — processing and corrections. A backup who has never run one is not a backup.				Provider Recruitment			☐
				Provider Salaries			☐



4 | SYSTEMS, INSURANCE, LEGAL AND THE DAILY NUMBERS

IT 8 of 24 · Legal 4 of 4 · Operations 7 of 18 · Reporting 2 of 2

RESPONSIBILITY	PRIMARY	BACKUP	DOC?
IT · 8 OF 24 MATRIX ITEMS			
User Account Set Up (EMR)			☐
User Account Set Up (Network)			☐
User Account Review (EMR)			☐
User Account Review (Network)			☐
Outside IT Vendor Liaison			☐
EMR Licensing			☐
HIPAA Annual Risk Assessment			☐
HIPAA Ongoing Compliance Oversight in Conjunction With IT Vendor			☐
LEGAL · 4 OF 4 MATRIX ITEMS			
Legal Liaison (Corporate)			☐
Shareholder Buy-In Agreements			☐
Shareholder Buyout Agreements			☐
Shareholder Operating Agreements			☐

RESPONSIBILITY	PRIMARY	BACKUP	DOC?
OPERATIONS · 7 OF 18 MATRIX ITEMS			
Insurance- Malpractice			☐
Insurance- General Liability			☐
Insurance- Worker's Comp			☐
Insurance- Worker's Comp Audit			☐
Insurance- EPLI			☐
Insurance- Disability			☐
Corporate Compliance			☐
REPORTING · 2 OF 2 MATRIX ITEMS			
Daily Charges, Payments & Adjustments Posted			☐
Daily Provider Appointment Counts			☐

All 4 Legal lines and all 6 Insurance lines in Operations are on this sheet — the two blocks this sample carries whole, because each line carries its own renewal.

5 | CLINICAL, CONTRACTS AND THE FRONT OFFICE

Clinical 6 of 36 · MCO 3 of 5 · Front Office 3 of 6 · Facilities 2 of 10 · Marketing 2 of 8

RESPONSIBILITY	PRIMARY	BACKUP	DOC?
CLINICAL · 6 OF 36 MATRIX ITEMS			
Vaccine Ordering			☐
Vaccine Inventory (Private)			☐
Vaccine Inventory (VFC)			☐
VFC Reconciliations (Monthly)			☐
Vaccine Temperature Logs (Daily)			☐
CLIA Certification			☐
MCO · 3 OF 5 MATRIX ITEMS			
Managed Care Contract Negotiation			☐
Managed Care Contract Abstracting			☐
MCO Network Manager Meetings			☐

RESPONSIBILITY	PRIMARY	BACKUP	DOC?
FRONT OFFICE · 3 OF 6 MATRIX ITEMS			
Credit Card Services			☐
Counter Receipt Deposits			☐
Front Office Staff Scheduling			☐
FACILITIES · 2 OF 10 MATRIX ITEMS			
Alarm/Security Company Liaison			☐
Landlord Issues			☐
MARKETING · 2 OF 8 MATRIX ITEMS			
Website Edits			☐
Social Media Management			☐

Small areas, same test: two names and a written procedure, or the line is a failure point like any other.

6 | WHAT THIS SAMPLE LEAVES OUT

Every area of the matrix, its item count, and how many of those lines this checklist samples

AREA	IN MATRIX	ON THIS SHEET	NOT SAMPLED	AREA	IN MATRIX	ON THIS SHEET	NOT SAMPLED
Billing	17	9	8	IT	24	8	16
Clinical	36	6	30	Legal	4	4	0
Credentialing	11	5	6	MCO	5	3	2
Facilities	10	2	8	Marketing	8	2	6
Finance	27	10	17	Operations	18	7	11
Front Office	6	3	3	Physicians	15	5	10
HR	48	9	39	Reporting	2	2	0
ALL 14 AREAS	231	75	156	The other 156 lines stay in the matrix			

WHEN THE SHEET IS FILLED IN

Read the blanks first. The empty cells in the backup column are the output of this exercise; the filled ones are only the reassurance. **One name and no backup is the finding** — copy those lines onto their own list, put a name and a training date against each, and take that list to the partners. **Then push it back into the matrix**, which carries all 231 items across 14 areas and the owner columns this sheet compresses into two — and refill the checklist from it as covered lines drop off. **Then give it a home.** The filled sheet and the written procedures its DOC? column certifies belong in the practice's Doomsday file — one named location, one named custodian, a second person who has opened it, and a look inside once a year.