



## Meet clinic administrator Paula Erret



The Home Team of Lincoln Hospital and North Basin Medical Clinics has chalked up another one in the win column by adding Paula Erret as clinic administrator.

Paula says her post is 20 percent cheerleader, 80 percent coach and 100 percent team player.

"I want to help staff create a friendly, professional environment and coach them on teamwork to provide quality service and job satisfaction," she says of her ultimate goal. "For this to work, people need to be provided with clear and distinct guidelines and accountability."

"We need someone with experience and proficiency managing systems, computer setups and conversions and general operations around business aspects of a clinic," says hospital chief Tom Martin.

That's Paula's strength and it couldn't have come at a better time as the clinic is upgrading computer equipment and going to an electronic patient record system.

And Paula knows her business well. She spent 16 years in healthcare management, with 11 of those at Sacred Heart Medical Center.

"Then, for five years I was a consultant on the national level," she adds, noting that she's looking forward to digging into operational issues such as making the clinic more fiscally viable and checking out expenses versus income.

"My first day on the job was one of those jump in with both feet days," she laughs, noting she spent the day in a critical strategic planning session.

"We're identifying areas that need change and the steps needed to make those changes. It's a blueprint of where we want to go and what needs accomplished to get there."

On the operational side of things, Paula will look at ways to reduce patient wait times not only in the lobby, but on the phone and in the exam room. And bringing in more specialists to hold local office hours is another top priority.

"Expanding our offerings with visiting docs and specialized services is just one step in continuing to build the community's view of the clinic."

She's also very committed to staff and provider needs. "I have an open door policy for staff and the public. I want to talk about concerns and ideas. My goal to help all the providers to build their practice in the direction of their choosing while maintaining their personal and family life — that's very important."

Although her position here is a great challenge, Paula's top priority is family. She married her high school sweetheart over 30 years ago and they love all water recreation including camping, fishing and diving. She is also quite smitten with being a grandmother.

"Now, that's the greatest job in the world!" she grins. "It's so much fun and so full of precious moments."

She invites all to check out her family photos or look at the soon to be infamous "Paula's Top 10 Sayings."

Now that you're curious, drop by her office to say hello.