

Securing a Seat at the Table:

A Guide for Professionals

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Presenters



Barbara Carr, RHIA, HIM is a Strategic Advisor at Verisma and has over 40 years of experience in HIM. Most recently she was the Assistant Vice President of HIM for the Einstein Healthcare Network in Philadelphia, PA. Einstein is a multi-facility 800+ bed teaching integrated healthcare system. Prior to Einstein, Barbara was the Corporate Director of HIM for ChristianaCare, a 1000+ bed teaching healthcare network in Wilmington, DE.



Elizabeth McElhiney MHA, CHPS, CPHIMS, CRIS, Director of Compliance is responsible for the administration of Verisma's privacy and compliance programs, working with clients to implement evidence-based best practices, and overseeing Verisma's thought leadership initiatives. Ms. McElhiney has worked in Health Information Management and Release of Information for over 14 years; covering all areas of the industry from customer service to compliance. She currently sits on the Illinois Health Information Management Association (ILHIMA) Board of Directors and serves as a delegate to the American Health Information Management Association (AHIMA) House of Delegates. In addition, she is the current Secretary and CRIS Chairperson at the Association of Health Information Outsourcing Solutions (AHIOS).



Learning Objectives



Learn key steps you can take to advance your knowledge and expertise and how to go after professional development opportunities.



Learn how to “get out of the box” and enhance relationships and collaboration.



Tips on showcasing the data and metrics you have at your fingertips to highlight how HIM has positively impacted patient care and revenue generation.

The Problem

Are new information systems being brought into play without your expertise and input into the process?

Does your “one-up” have difficulty explaining what your role is when introducing you?

Are decisions being made that directly impact your area without your input?

Do you stress about missing a meeting or email because you don't want to miss an opportunity?

How do you get there?



Educate leadership on the value of HIM.



Demonstrate expertise and competence.



Build a robust relationships across departments and organizations.



Communicate frequently and effectively.



Use data and metrics to quantify the value that HIM brings to the organization.

Educate leadership of the value of HIM

- Demonstrate your knowledge of healthcare operations and issues facing the healthcare industry.
- Participate in Interdisciplinary Committees
- Demonstrate how HIM operations has an impact on patient care and satisfaction.
- Highlight Compliance and Risk Management
- Showcase metrics that demonstrate success.
- Stress the critical role HIM plays in the safeguarding of patient privacy and security of health information.

Stay Up-To-Date on Industry Trends

- You want to be the one sharing breaking news or insightful articles
 - Shared emails are forwarded
 - You become a trusted source of business intelligence
- This doesn't have to be an intensive effort, there are several routes to stay up-to-date.
 - News aggregators: Becker's
 - Trade associations: AHIMA/AMIA SmartBrief, HIMSS
 - LinkedIn
 - Government agencies have listservs (yes, still a thing) and blogs

Build a Robust Network

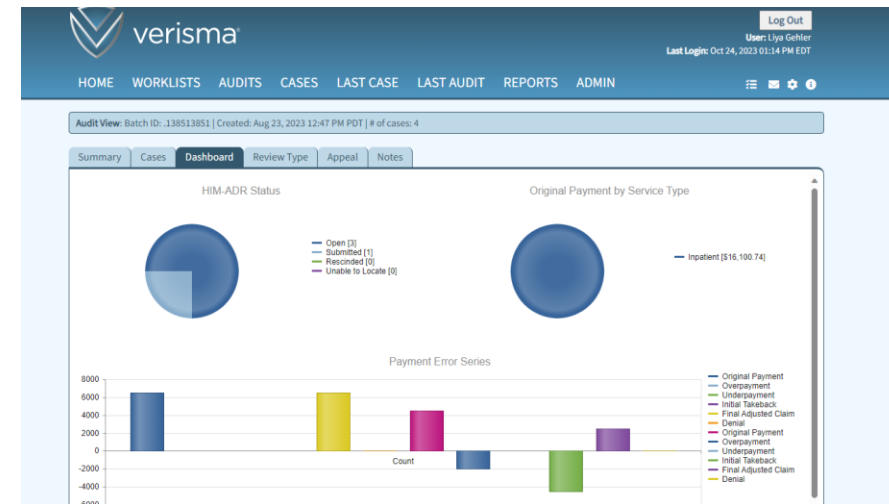
- Healthcare is becoming increasingly interconnected and HI touches:
 - Revenue cycle, compliance, legislative/government relationships, IT, informatics, and on ...
- Several types of relationships:
 1. Resource
 2. Ally
 3. Sponsor
 4. Mentor
- Chances are that you have a peer in a HI-related field without your organization in the same position

Communicate, Communicate, Communicate

- Multiple communication priorities:
 1. Advocate for yourself
 2. Maintain attention on your team and department
 3. Build your name recognition and visibility
 - *Side note: quality is key*
- Create your own “kitchen” cabinet
 - Have a trusted group to test ideas
 - Others can advise on high-stakes emails/presentations
- Borrow successful communications from other disciplines

Numbers Don't Lie

- HIM captures data for the entire organization.
- Picture is worth a thousand words.
- If you don't measure it, you can't fix/improve it.
- Essential to managing limited resources.
- You have all the data at your fingertips – Share it!



What do you have to gain?

Influence on Strategic Direction

Alignment of HIM Goals with Organization Objectives

Enhanced Communication and Collaboration

Advocacy for HIM Resources

Innovation and Technology Adoption

Representation of HIM Interests

Recognition and Visibility