Unleashing the Power of Revenue Cycle Performance

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Change: The New Normal

Bundled Payments

Value-Based Reimbursement

High Deductible Plans

Payer Fatigue

ACA

Denials

Retention of Staff

Vendor Fatigue

CDI

Increased Complexity

Value-Based Reimbursement
“There is no shame in failing while attempting to achieve a worthy goal. There is only shame in never attempting a worthy goal.” Jim Bagian
Unleashing the Power

Two flawed assumptions of performance management:

1. Each person can learn to be competent in almost anything.
2. Each person’s greatest room for growth is in her areas of greatest weakness.

Effective leaders focus on others’ strengths, rather than trying to fix weaknesses.
Executive Leadership
Excellence is Relevant

Words Per Minute

- Average reader
- Above-average reader

1st Time
90
150
350
2,900

2nd Time

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The Adaptable Mind
Fully Engaged

Curiosity

Creativity

Multi-Disciplinary Thinking

Empathy

Initiative
People who focus on using their strengths are ...

3x as likely to report having an excellent quality of life.

6x as likely to be engaged in their jobs.

- GALLUP ANALYTICS
Positive associates outperform negative ones by as much as 30%.

This trend can be seen across industries and job functions.

Optimistic salespeople outperform their pessimistic colleagues by up to 37%.

Positive medical doctors are 3X more creative and 50% more accurate at diagnosing patients.
Disengaged Leadership
There has been minimal change over the last 15 years, despite engagement efforts.

70% of U.S. employees are not engaged at work.
Assembling the Racing Team
Managers play the most significant role in driving employee engagement.

Managers explain at least 70% of engagement.
Commitment
Everyone Has Talent
STAND UP IF YOU ALWAYS...

- talk to people in elevators, airplanes, grocery stores, and wherever you go
- have a color-coded or otherwise organized closet
- write down a list of things to do, and stick to it
- race another car or the GPS while driving
- ask too many questions
- push the elevator button to “remind” the elevator that you are there
Building a Strengths Based Management Style

My Purpose
My Engagement
My Strengths
My Benefits
My Development
My Pay
My Life
My Paying
My Engagement

30% CLASSIC ECONOMICS
70% BEHAVIORAL ECONOMICS
Teams that have managers who focus on Strengths are more likely to be engaged.

Workplace Poll with 1003 respondents
In addition to the Q12 items - they were asked about their agreement with two other questions:

- “My Supervisor focuses on my weaknesses or negative characteristics.”

- “My supervisor focuses on my strengths or positive characteristics.”
Committed to Excellent Results
Success is simple. Do what’s right, the right way, at the right time.

- Arnold H. Glasow