Eliminate the BAND-AID®'s keeping your department from reaching its full potential
Eliminate the Band-Aid®'s keeping your department from reaching it’s full potential

hfma® lone star chapter
healthcare financial management association

Apexon Health
Process Mapping
process mapping

activities involved in defining what a business entity does, who is responsible, to what standard a business process should be completed, and how the success of a business process can be determined
Everything we do is a process!
Eliminate the 's keeping your department from reaching it’s full potential
band-aid

*a temporary solution that does not deal with the cause of a problem.*
waste

*a bad use of something valuable that you have only a limited amount of*
Eliminate the Band-Aid’s keeping your department from reaching its full potential
Two types of band-aids

- created
- never addressed (very dangerous)
The most dangerous phrase in the language is "we've always done it this way."

"Your knowledge is limited.
Your ability is limited.
Your understanding is limited.
But you have your courage."

— John Kenneth Galbraith
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How do we do it?

Start by making yourself irrelevant!
Sun Tzu

*If you know the enemy and know yourself, you need not fear the result of a hundred battles. If you know yourself but not the enemy, for every victory gained you will also suffer a defeat. If you know neither the enemy nor yourself, you will succumb in every battle.*
Process Mapping
process

* a series of actions or events performed to make something or achieve a particular result, or a series of changes that happen naturally
Describe a critical process in your department

- What does the company/department do?
- What types of processes are critical to the departments operations? (i.e., service delivery, clinical processes and/or sales campaigns?)
Describe a critical process in your department

• *Are these processes well documented?*
• *Were these processes easily explained and understandable?*
Got a wicked problem!
First, tell me how you make toast.
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Case Study

- Food delivery company
- Started over 125 years ago
- 5000 Employees
- Predominantly illiterate workforce
- Deliver 200,000 meals every business day
- Deliver 1 millions meals per week
- Each travels approximately 86 miles per day
- Changes hands sometimes 4 times.
- 4 mistakes a month
- Forbes gave them 99.999% accuracy rating.
Keys to their success?

• Culture – Serving food is serving mankind
• Colors and codes to overcome illiteracy.
• Value enthusiasm over experience
• Abandoning bad customers
Eliminate the BAND-AID®'s keeping your department from reaching it’s full potential.
Keys to your success?

• Take a step back, stop and look!
• Map out critical processes
• Make them more efficient
• Document, document, document
• Delegate key responsibilities
• Become irrelevant!
"the best laid plans of mice and men often go astray"

-Robert Burns

https://youtu.be/D6LUG-siJVs
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Thank You

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