

BRING YOUR BEST TO THE VIRTUAL WORKFORCE

Savanna Marlborough 2019

THE VIRTUAL WORKFORCE

Around the USA—39% employees work remotely (includes marketing/financial/call centers/healthcare companies)

Around Kansas City

- 50K+ virtual/remote workers

Healthcare AAPC

- 47% coders work remotely

Healthcare in KC

- 500+ remote workers

- Owl Labs.com
- AAPC National—AAPC Alex



PROS : WORKING REMOTELY

Pros as stated by AAPC members

Greater flexibility
 Non-traditional hours
 The 60 second commute
 No office drama
 No work clothes budget
 MORE productive
 More?



CONS : REMOTE WORK

Difficult to stop working at days end
 Communicating with others—challenging
 Not easy to get noticed for achievements
 Weight gain
 Difficulty networking with others
 More?



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HOW CAN YOU BRING YOUR BEST TO THE VIRTUAL WORKFORCE? BECOME A BETTER “YOU”?

Better coder
Better biller
Better credentialing specialist
Better team member
Better wife/husband
Better daughter/son
Better mom/dad
Better health
Better spirituality



GOALS

Step Back to your WHY in life?

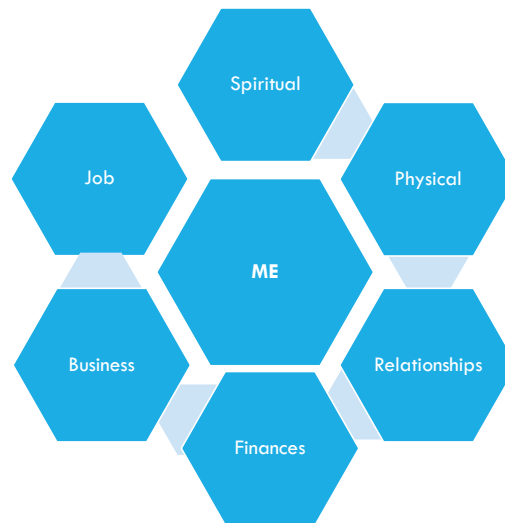
Start from the end and work backwards (much like a project you might work on)

- Understand what it is you really want in life
- Decide on how you will achieve it
- Take the necessary steps to meet your goals

*The ONE Thing.com



6 KEY AREAS TO BECOMING A BETTER YOU!



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1. Decide what is your life goal for each area—this takes time! Rome was not built in a day—neither are you!
2. Break each down into years, months, weeks, days to set your priorities to meeting that goal—example—Lose 10 pounds this year....let's unpack this!
 - Must be measurable—such as “10 lbs—one year from today”
 - What must I do each month to achieve this goal?
 - What must I do each week to achieve my monthly goal?
 - What must I do each day to achieve my weekly goal?

6 KEY AREAS TO BECOMING A BETTER YOU!

For MY SPIRITUAL LIFE

What can I do to help others?

What can I do to improve my relationship with God?

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For MY PHYSICAL HEALTH

What can I do to achieve my diet goals?

What can I do to ensure I exercise?

What can I do to relieve my stress?

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6 KEY AREAS TO BECOMING A BETTER YOU!

For MY KEY RELATIONSHIPS

What can I do to improve my relationship with my spouse/partner?

What can I do to improve my relationships with my children?

What can I do to show appreciation to my parents?

What can I do to make my family stronger?

For MY FINANCES

What can I do to increase my net worth?

What can I do to improve my investments?

What can I do to eliminate credit card debt?

What can I do to save \$\$\$?

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6 KEY AREAS TO BECOMING A BETTER YOU!

For MY BUSINESS

What can I do to make us more competitive?

What can I do to make our product the BEST?

What can I do to make us more profitable?

What can I do to improve our customer experience?

For MY JOB

What can I do to ensure I meet my goals?

What can do to improve my skills?

What can I do to help my team succeed?

What can I do to be trusted?

What can I do to further my career?

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BECOMING A BETTER YOU!

Let's focus on your **job**:

What is your "someday" goal?

How do you achieve it?

Steps to get there:

1. Monthly
2. Weekly
3. Daily
4. Priorities?



BECOMING A BETTER YOU!

Priorities?

What's important to you?

1. Trust?
2. Integrity?
3. Research?
4. BEST at your specialty?
5. Communicate professionally?
6. RESPECT others?



TIPS FOR REMOTE WORK

Set a schedule/stick to it

Use communication tools—learn to communicate well when you're available or not

Take breaks—walk/stretch/exercise

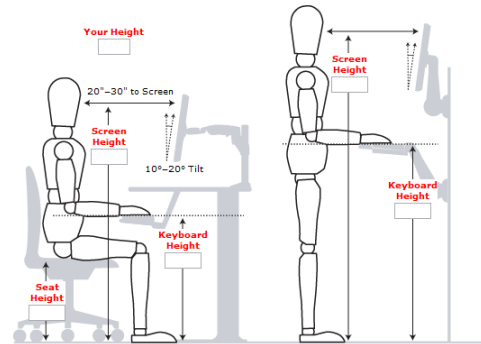
Take a proper lunch/eat nutritiously



TIPS FOR REMOTE WORK

Correct Posture is essential!

- Sit up straight
- Computer at eye level
- Forearms supported
- Computer glasses if needed
- Appropriate lighting



TIPS FOR REMOTE WORK

Make networking a priority

Work in a distinct office space

Get “ready” for work

Time block your priorities

Accuracy vs Speed



MAKE A PLAN AND WORK ON IT!

Self Development/Coder

1. AAPC—read and research
 1. Are you the BEST coder you can be? If not, why not? What is your plan to get there?
2. Networking—AAPC/AHIMA/MGMA
3. Communication skills—classes?
4. Office proficiencies
 1. Word application
 2. Excel application
 3. Powerpoint application...to name a few...



LET'S TALK



READING LIST

AAPC Healthcare Business Monthly/Publications

AAPC Facebook Page

AHIMA Publications

Specialty Coding Books

The ONE thing by Gary Kelly with Jay Papasan

The Miracle Morning by Hal Elrod

Every Job is a Sales Job by Cindy McGovern (out in Sept 2019)

(in no particular order of importance)—read what YOU need for YOUR goals...