Work Perfect

THE DAY WE STRIVE FOR

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One of my all-time favorite quotes is "Work smarter, not harder," and I enjoy finding ways to make work more efficient and less stressful. So I'm going to start my perfect day by digging in and meeting with various hospital staff for a variety of reasons — but all are geared to making my hospital run smoothly and my staff work more efficiently.

My first meeting would be with the revenue integrity department. Our goal would be to determine ways to reduce billing errors and increase the timeliness of billing. As hospital business manager for radiology, I am responsible not only for the functions for radiology services (MRI, CT, vascular interventional radiology, ultrasound, neuroangiography, diagnostic, and nuclear medicine) but also hospital technical billing as well as many other financials. Now that I'm in the business manager role, I'm also learning more about the financial operations of a hospital, including revenue cycle, procedural coding requirements, and reimbursement practices.

Around midday, I will meet with radiology staff involved in producing images and delivering radiologist reports. This group includes a radiology technologist, a technical supervisor, a film library supervisor, and informatics staff, and our purpose would be to review and document the downtime process flow. In this meeting, we work on how radiology will produce and deliver images and radiologist reports to our clinicians if one or more of our main hospital IT systems goes down unexpectedly.

My favorite part of this job is working with people to develop new processes and improve existing process flows. I love to help our staff become more efficient in their work and improve their productivity.

Toward the end of my perfect workday, I may meet with one of the area supervisors and review their monthly financial statements and discuss ways to reduce expenses, eliminate waste, and increase productivity.

— Interview by William Inman

RESUMÉ

2003	Hospital business manager, UAB Hospital
2002	Board of Directors, IIE Society for Health Systems
1994	President, IIE Birmingham Chapter
1993	Professional engineer, Alabama
1990	M.B.A., University of Alabama at Birmingham
1985	Bachelor of industrial engineering, Auburn University

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