



# Patient Access Surviving Healthcare



# Introductions

Mandy Villalba, System Director Patient Access, PIH Health. 20 Years in Patient Access.

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Carol DeVolle, Manager Patient Access, PIH Health Good Samaritan Hospital. 32 Years in Patient Access.

# Today's Goal

The objective of the roundtable discussion is for problem solving and/or to share information around a specific topic such as business concerns and/or industry trends. This time will allow us to provide new perspectives on our daily challenges/issues.

Since we are the subject matter experts, your feedback, insightful information and diverse opinion is warranted.



# Ground Rules

- Don't be shy! Your input makes this beneficial...
- Share your Truths!
- Be respectful of each other
- Do not judge others
- Listen and be open to ideas/change
- There is no such thing as a dumb question
- Stay on topic
- If you have a best practice regarding the topic, this is your time to brag!
- Don't be a time hog, be respectful of the group's needs- you have 2 minutes

Remember we are all at different levels of experience and stages in the development of our facilities. No one does things exactly the same, so you can always learn something if you have an open mind no matter what level you or the other person is at.

# Topic Examples

- **Employee Wellbeing**
  - Promoting a healthy work-life balance
  - Creating a workplace culture that prioritizes mental health
  - Coping w/Stress
  - How can leaders ensure that employees feel valued/supported personally and professionally?
- **KPI**
  - Best Practices?
- **Regulation Requirements?**
- **Innovation**
  - What are some strategies for generating and evaluating new ideas?
  - How can leaders overcome resistance to change and encourage experimentation?
- **Mentorship**
  - How can leaders identify employees who would benefit from a mentoring relationship?
  - How can mentors and mentees build a successful relationship
  - What are the best ways to support your mentee in reaching their goals?
- **Problem Solving**
  - What is your approach to problem-solving?
  - How can leaders create a culture of problem-solving, and how can leaders overcome them?
  - What are some strategies for generating creative solutions to complex problems?
  - What are some strategies for delegating tasks and responsibilities effectively, and how can leaders ensure accountability and ownership?
- **Inspiring and Influencing your Team**
  - What are some strategies for motivating and engaging employees, and how can leaders tailor these strategies to individual employees?
  - How can leaders create a compelling vision for the organization, and how can they communicate this vision effectively to their team?
  - What are some common challenges of inspiring and influencing a team, and how can leaders overcome them?

# You're on the Clock

Each topic will be given 15 minutes, we will keep time and will end discussion at the end of the 15 minutes. We will go through as many topics as we can in this timeframe.



Let's Get Started!

