

What do people say that's a clue they need me? And how do I approach some common solvable work challenges?

# *YOUR WORK* STRAIGHTENED OUT



[liznover.com](http://liznover.com)

# When people say

**“I’m the only one who knows  
how to do this”**

**They need process documentation.**

# Professional Claim Form

Patient Info & General | Insured Information | Billing Line Items | Ext. Patient/General | Ext. Pat/Gen (2) | Ext. Payer/Insured

LOB **MCB**

Billing Provider

26 - Patient Control No.

**DO THIS FIRST!**

Enter the *Patient ID Number* from the bottom right of the invoice. Much of the required info will populate.

2 - Patient Last Name

First Name

MI

Gen

3 - Birthdate

Sex

8 - Pat. Status

Death

MS ES SS

Ind

5 - Patient Address 1

Patient Address 2

Patient City

State

Patient Zip

10 - Patient Condition Related To

ROI

ROI Date

Other Ins.

14 - Date/Ind of Current

15 - First Date

16 - UTW/Disability Dates & Type

Employment

**N**

Accident

**N**

We do NOT handle employment- or accident-related claims. Enter *N* for both.

(First, Mid, Suffix)

Referring Phys IDs/Types

18 - Hospitalization Dates

20 - Outside Lab/Chgs

22 - Medicaid Resubmission Code &

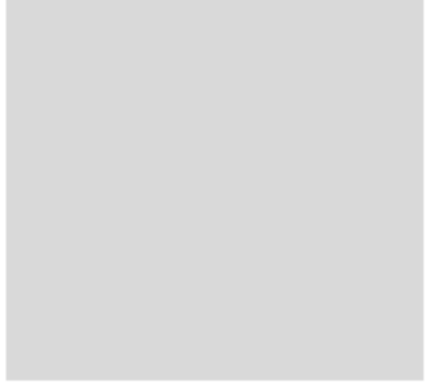
Enter  
**N**

Instructions exactly where you need them

When finished, do NOT Save. Instead, click *Billing Line Items*.

Save

Cancel



Xxxxx xxxxx xxxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx  
xxxxx xxxxx xxxxx xxxxx xxxxxx xxxxx.



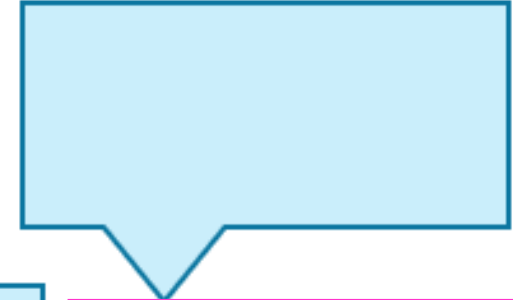
Xxxxx xxxxx xxxx

**NOTE:**

Xxxxx xxxxx xxxxx xxxxx xxxxx  
xxxxx xxxxx xxxxx xxxxx xxxxx



Xxxxx xxxxx →



Xxxxx xxxxx xxxx

# Simple Process Documentation Tools

SOP Starter Kit

# When people say

**“I have to do a presentation and have no idea where to start”**

**They need slide design & organization**

- Crowded
- Hard to read
- Poor color contrast

The Ultimate Medicare Guide for 2025 You Need to Watch!

## Part D: Adding Prescription Drug Coverage (PDP)

Watch later Share Info

**Deductible Stage:** If your Medicare plan has a deductible, you pay all out-of-pocket costs until you reach the full deductible. No Medicare drug plan may have a deductible more than \$590 in 2025. Some Medicare drug plans don't have a deductible.

↓

**Initial Coverage Stage:** After you reach your full deductible (if your plan has a deductible), you'll pay 25% of the cost as coinsurance for your generic and brand-name drugs until your out-of-pocket spending on covered Part D drugs reaches \$2,000 in 2025 (including certain payments made on your behalf, like through the Extra Help program). Then, you'll automatically get "catastrophic coverage."

↓

**Catastrophic Coverage Stage:** You won't have to pay out-of-pocket for covered Part D drugs for the rest of the calendar year.

MORE VIDEOS

25:34 / 39:10 • What is Medicare Part D Coverage?

CC Settings YouTube

# PRESENTATION: BEFORE

- White space
- Legible
- Content is edited down but nothing important is missing

## Part D: Adding Prescription Drug Coverage PDP

**Deductible Stage** if your Medicare plan has a deductible

- Deductibles will not exceed \$XXX
- Pay all OOP\* costs till you reach deductible

**Initial Coverage Stage** if your Medicare plan has a deductible

- You've reached deductible.
- Now, you owe 25% coinsurance for generic and brand drugs till you reach \$2100.

**Catastrophic Coverage Stage**

- Once you reach \$2100 you won't have to pay OOP for covered Part D drugs for the rest of the calendar year.

The Ultimate Medicare Guide for 2025 – You need to watch! \*OOP=Out of Pocket

# PRESENTATION: AFTER



# When people say

**“I know I have to work on my website  
but it’s overwhelming”**

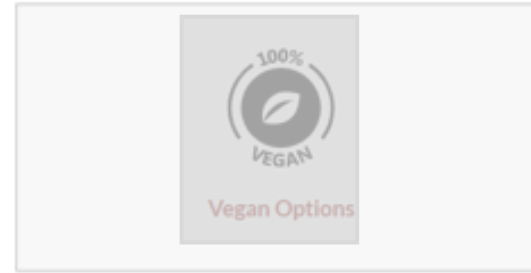
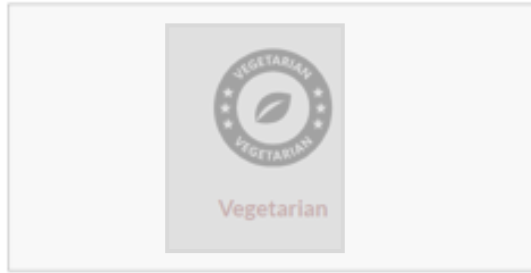
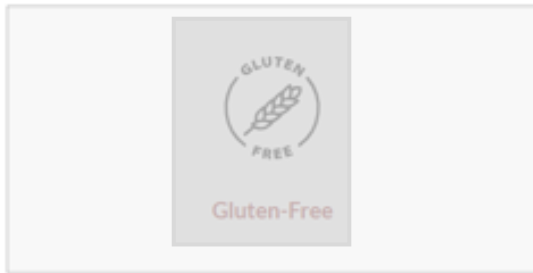
**They need website content (re)writing  
and (re)organization**



1

## Stop In For Lunch Today

2



CONTACT US

3

1. These squares look like they should be interactive buttons (GF, Vegetarian, Vegan). If you can make them buttons, it's an opportunity to highlight some of your best recipes in these special categories.
2. Suggestion: *Stop in for lunch and bring dinner home today*
3. Above buttons, perhaps new buttons for *Favorites (each staff member's favorite)? Weekly specials? Sandwiches?*
4. Icons and text on buttons could be larger. See spreadsheet about making these buttons active.

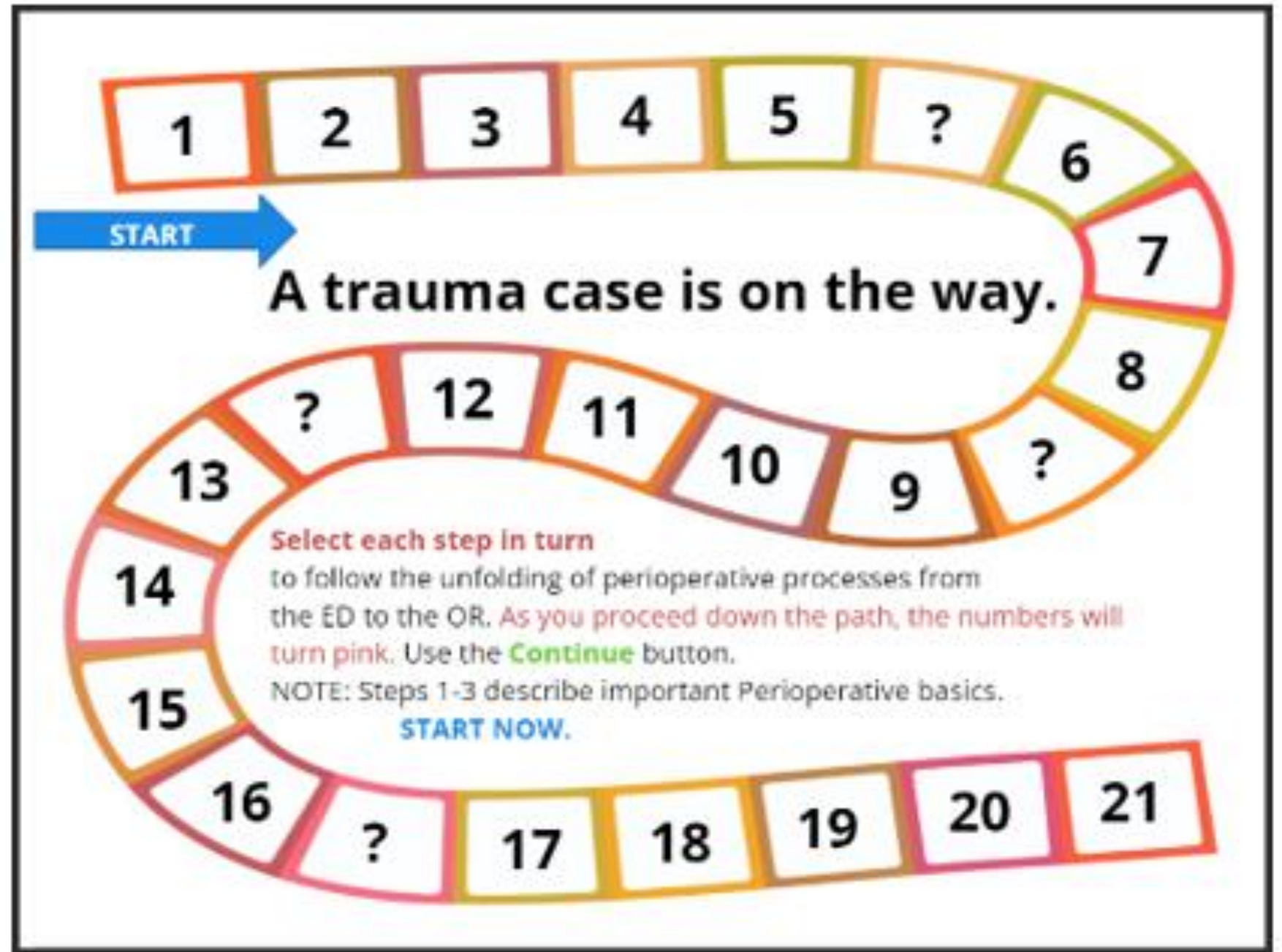
Easy-to-follow  
Website Content  
Audit broken  
down into small  
chunks:  
One screenshot  
at a time

# When people say

**“This is really complicated; I need to figure out how to break it down”**

**They need course design including activities, assessments**

Learning Design  
challenge solved!  
Get learners  
engaged with  
complex content



Read scenario  
again

## GLASGOW COMA SCALE (GCS)

Best Eye Response	Best Verbal Response	Best Motor Response
1 - No response	1 - No verbal response	1 - None
2 - Eye opening to pain	2 - Inappropriate sounds	2 - Abnormal extension to pain
3 - Eye opening to verbal command	3 - Inappropriate words	3 - Abnormal flexion to pain
4 - Eyes open spontaneously	4 - Confused, disoriented	4 - Withdraws
<b>GCS = 0</b>	5 - Oriented	5 - Localizes pain
		6 - Obeys commands

A game that teaches nurses how to assess a person's level of consciousness after a brain injury. A heartbreaking part of their job but a very necessary skill.

# When people say

**“I could teach this”**

**“People will take this training IF they can get CEUs”**

**They need course design aligned to accreditation standards**

# The Building Blocks of Course Design | Accreditation Readiness

*“At the conclusion of this course, learners should be able to compare This and That.”*

**The Objective**



**The Course:**  
Compare This and That

THIS	THAT



**The Test:**  
Fill in the missing info

THIS	THAT

# When people say

**Where the X#X#? is my document?**

**They need file & folder management**



family x +

← → ↑ ↺ OneDrive > Elizabeth - Personal > Documents > Family >

+ New ✂ 📄 📁 🗑 ⬇ Sort ▾ ≡ View ▾ ⋮

Documents	Name	Status	Date modified	Type	Size
> Adobe Capt	US Statement Liz 101524	✓	10/15/2024 6:20 PM	Adobe Acrobat D...	1,175 KB
> ATD	Expenses for Adrian	✓	10/11/2024 12:12 PM	Microsoft Excel W...	12 KB
> Axiom	Happy 5785 from the Novers	✓	9/24/2024 5:52 PM	PNG File	1,125 KB
> Brody	Happy 5785 from the Novers	✓	9/23/2024 7:06 PM	Microsoft Word P...	1,880 KB
> Brookwood	Zinbarg 2014 Family Trust Agreement	✓	9/17/2024 1:46 PM	Adobe Acrobat D...	1,152 KB
> Caliper	Nover Trust Docs	✓	1/10/2024 11:13 AM	Adobe Acrobat D...	1,331 KB
> Calm Clarity	Caren Dayno workbook	✓	8/29/2024 8:42 PM	Adobe Acrobat D...	5,193 KB
> Career	14-25 ECC Calendar of Events, Holl...	☁	8/18/2024 9:24 PM	Adobe Acrobat D...	218 KB
> ConnectApp	Zoe's 3rd birthday	✓	7/7/2024 8:26 PM	Adobe Acrobat D...	38 KB
> David playb	David's 3rd birthday	✓	7/7/2024 8:26 PM	Microsoft PowerPo...	360 KB
> David's 3rd	David's 3rd birthday	✓	5/3/2024 12:22 PM	JPG File	1,797 KB
> David's 3rd	David's 3rd birthday	✓	4/29/2024 6:38 PM	Microsoft Word D...	21 KB
> David's 3rd	David's 3rd birthday	✓	3/27/2024 11:18 AM	Adobe Acrobat D...	245 KB
> Einstein	Member Spotlight -- Liz and David Nover (1) LN032524	✓	3/25/2024 10:29 PM	Microsoft Word D...	43 KB
> Family	Member Spotlight -- Liz and David Nover - LN032424	✓	3/25/2024 11:37 AM	Microsoft Word D...	27 KB
> Fax	Nover deductible expenses 2023	✓	3/20/2024 12:06 PM	Microsoft Excel W...	17 KB
> Hadassah	Receipt for condo AC	✓	3/5/2024 2:37 PM	Adobe Acrobat D...	30 KB
> House	Fidelity2023-Trust-Under-Agreement-5229-Consolidated-For...	✓	3/5/2024 9:27 AM	Adobe Acrobat D...	40 KB
> Medical	FidelityStatement2292024	✓	3/5/2024 9:27 AM	Adobe Acrobat D...	78 KB
> My Adobe C					

Where is my document???



RECEIPTS

My work is sometimes like being given a shoebox of random receipts. You may not remember why you threw each one in the box. Or when.





My job is to empty the shoebox. Throw stuff out. Find the jewels. Find patterns. I promise you I will still be there smiling when we get to the bottom of the box.

RECEIPTS

# *YOUR WORK* STRAIGHTENED OUT



[liznover.com](http://liznover.com)

I help your people learn the skills they need to excel at their jobs and help the public learn about the great work you do.