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

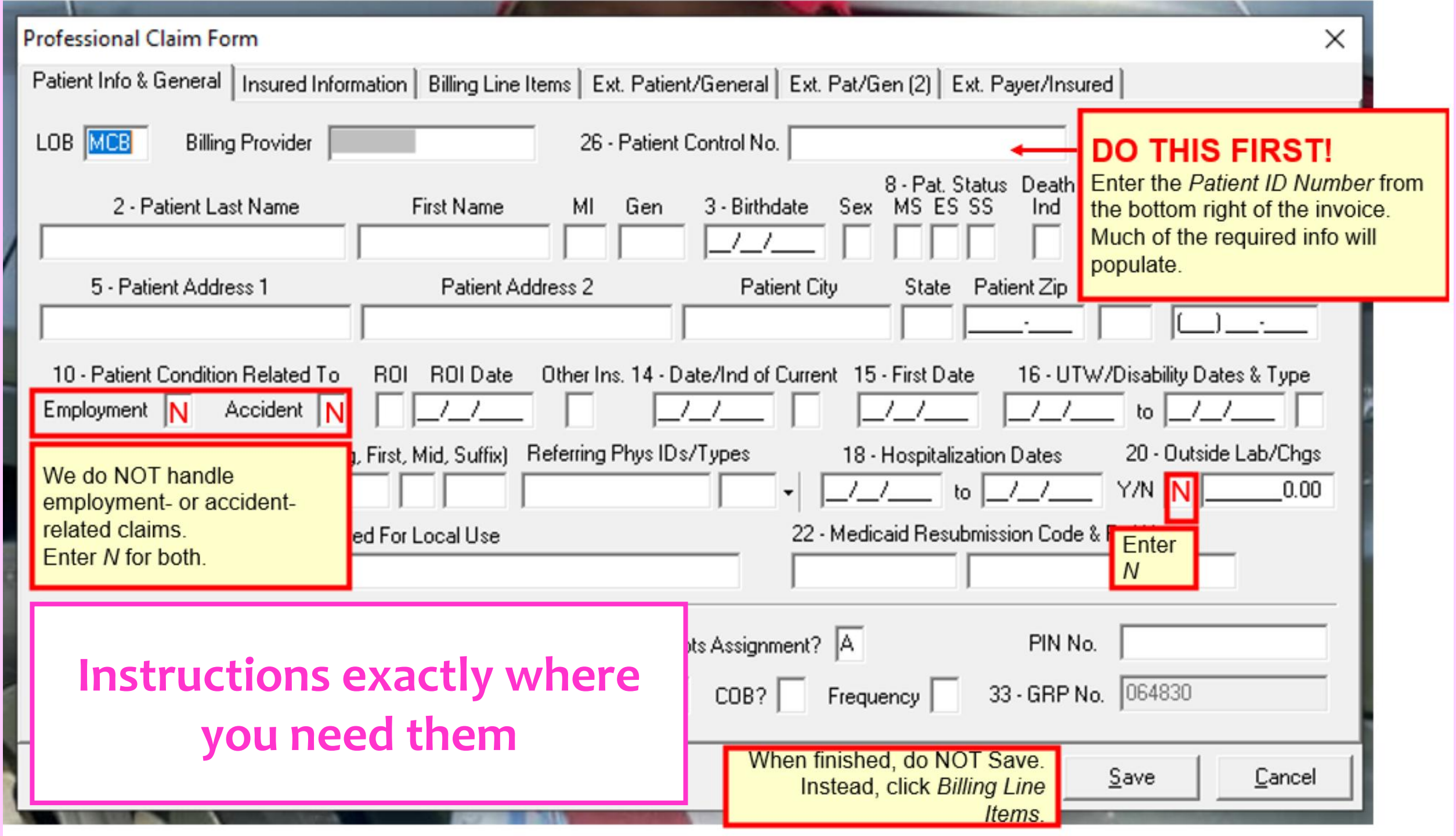
YOUR WORK STRAIGHTENED OUT

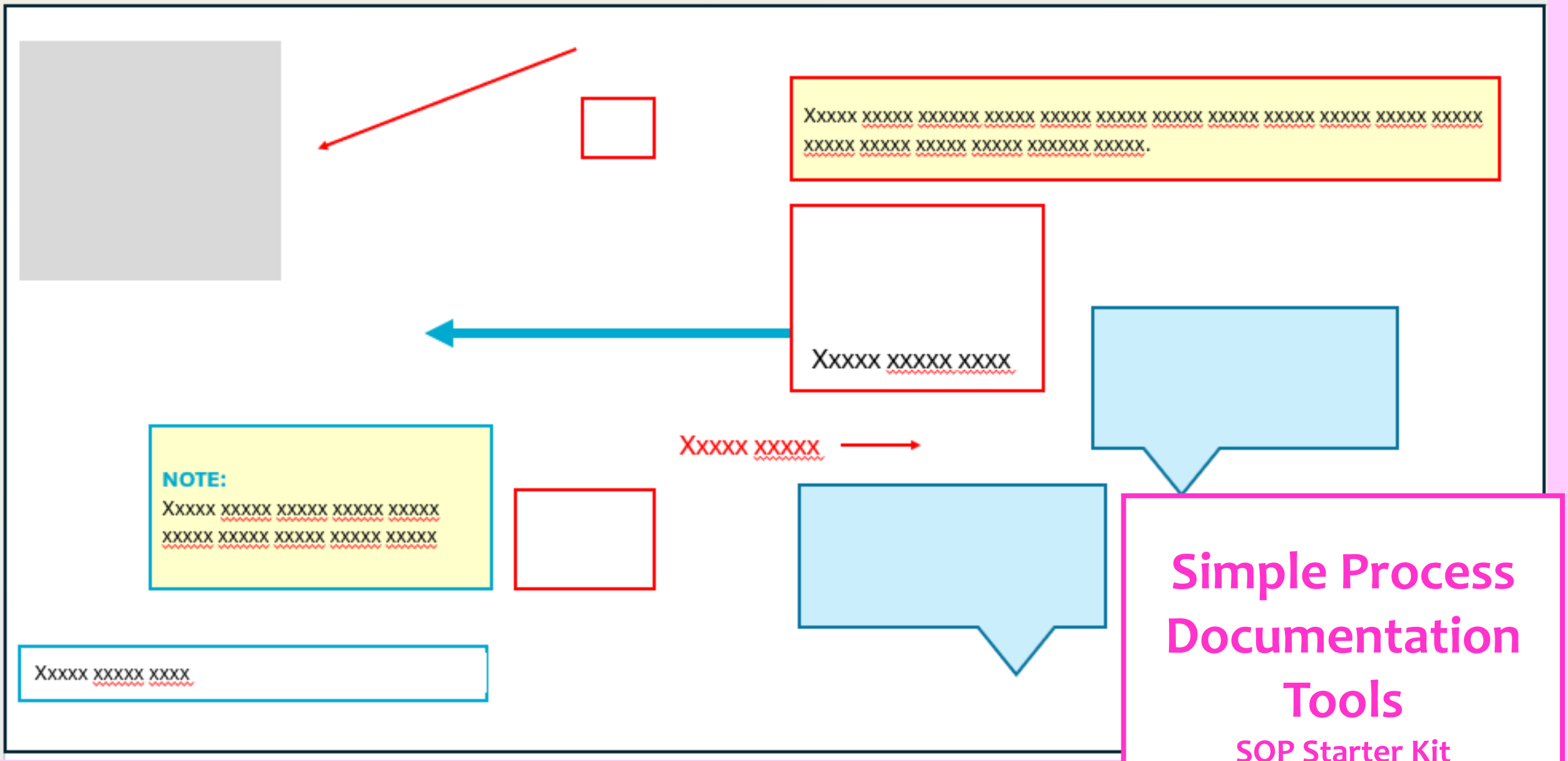
What do people say that's a clue they need me? And how do I approach some common solvable work challenges?

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 MS ES SS
Death Ind
5 - Patient Address 1
Patient Address 2
Patient City
State
Patient Zip
10 - Patient Condition Related To
Employment N
Accident N
ROI
ROI Date
Other Ins.
14 - Date/Ind of Current
15 - First Date
16 - UTW/Disability Dates & Type
to
We do NOT handle employment- or accident-related claims.
Enter N for both.
Referring Phys IDs/Types
18 - Hospitalization Dates
to
20 - Outside Lab/Chgs
Y/N N
0.00
For Local Use
22 - Medicaid Resubmission Code &
Enter N
Assignment? A
PIN No.
COB?
Frequency
33 - GRP No.
064830
Instructions exactly where you need them
When finished, do NOT Save. Instead, click Billing Line Items.
Save
Cancel

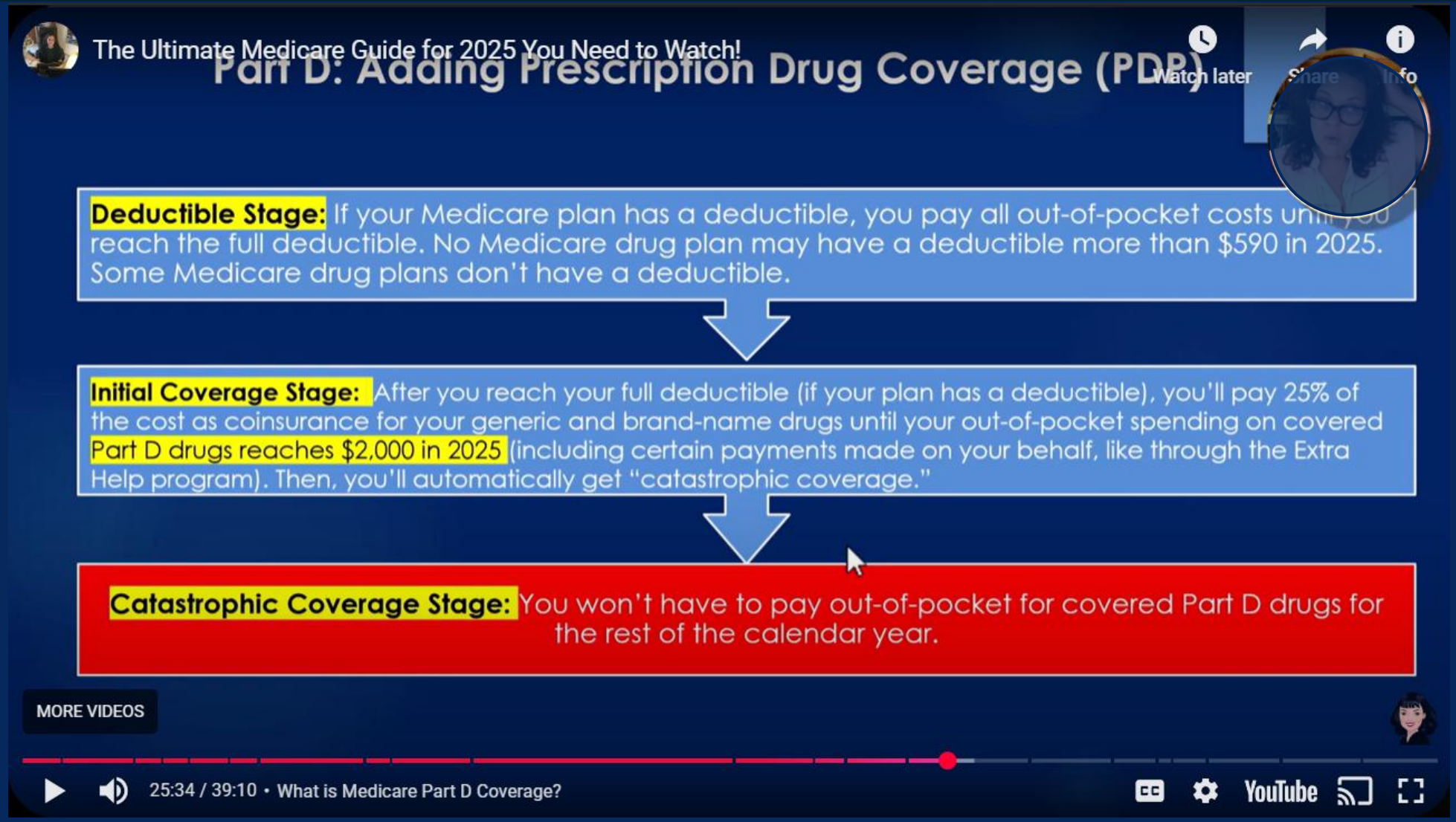

Xxxxx xxxxx xxxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxxx xxxxx.
Xxxxx xxxxx xxxx
Xxxxx xxxxx
NOTE:
Xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx xxxxx
Xxxxx xxxxx xxxx
Simple Process Documentation Tools
SOP Starter Kit

When people say

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

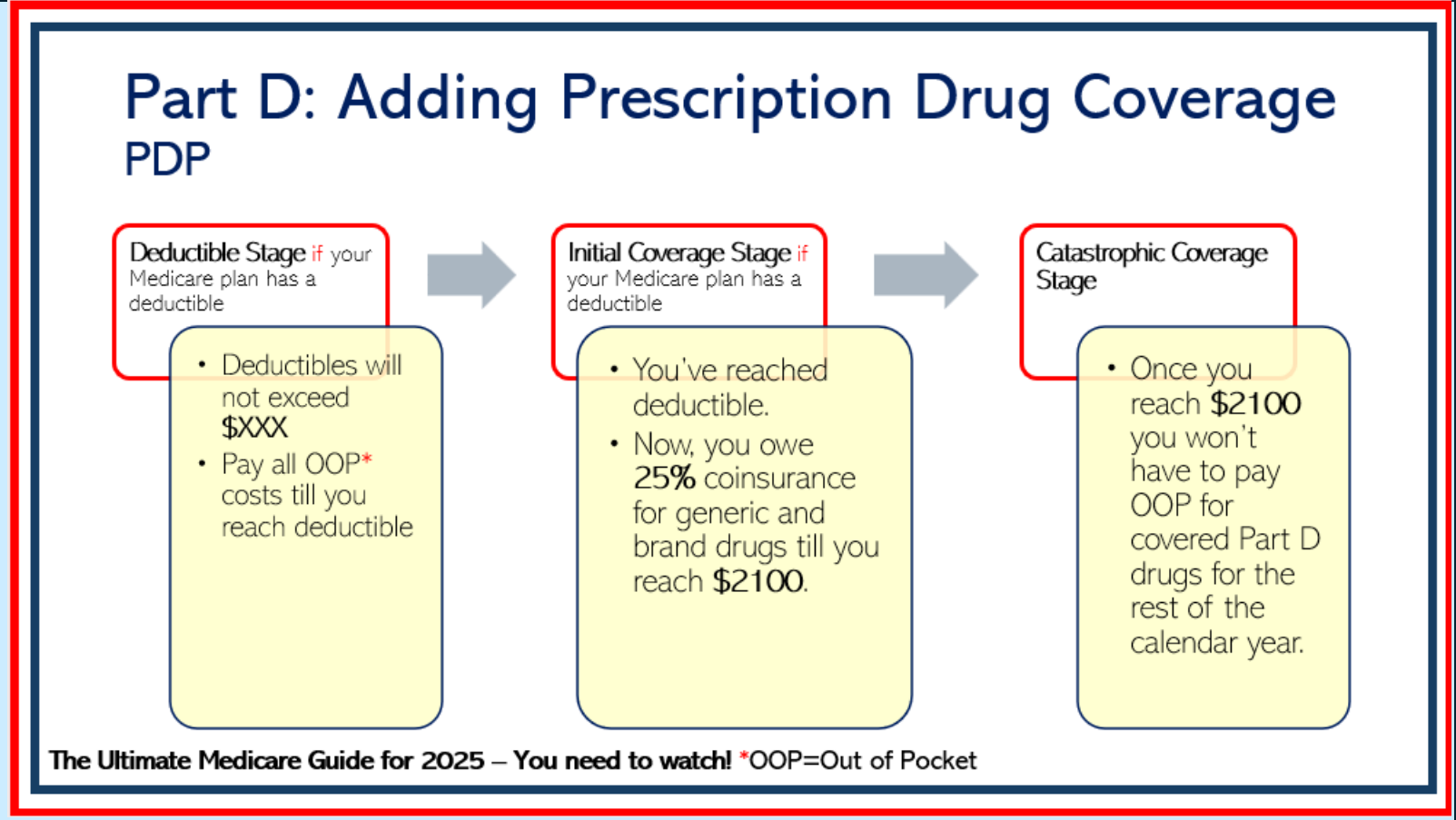
They need slide design & organization

- Crowded
- Hard to read
- Poor color contrast



PRESENTATION: BEFORE

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



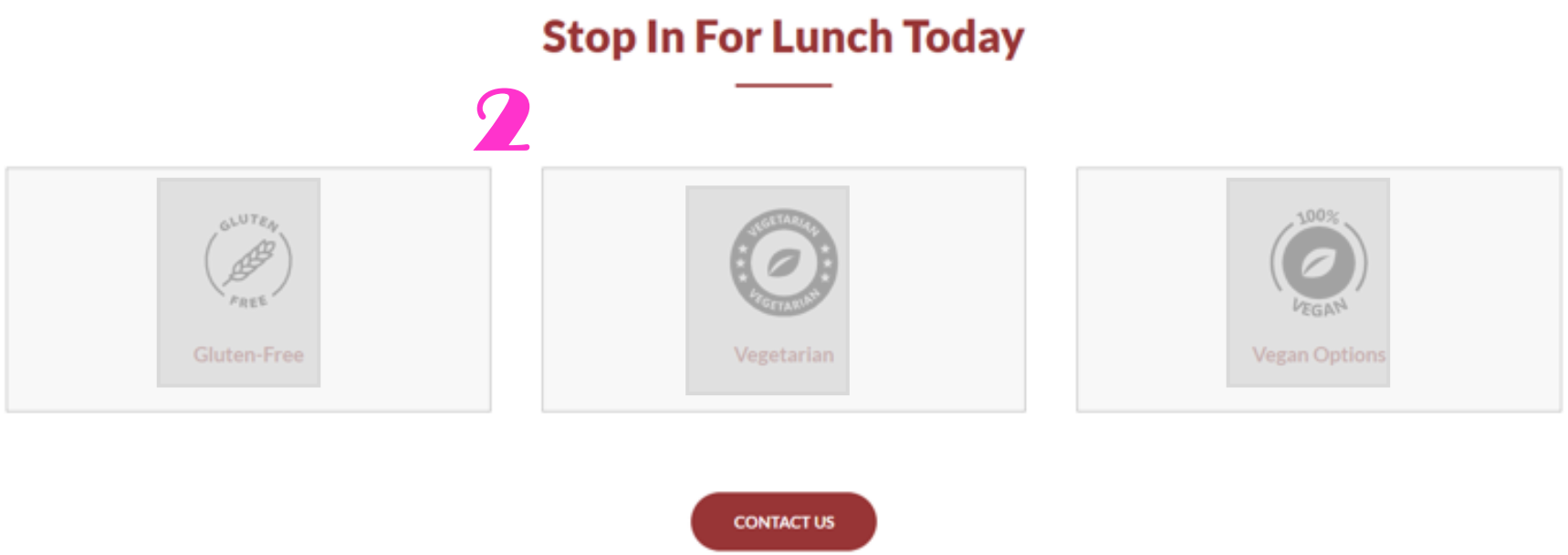
PRESENTATION: AFTER

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

GOURMET DELI PAGE – CHANGE TO GOURMET CAFÉ TO DIFFERENTIATE FROM DELI

1



3

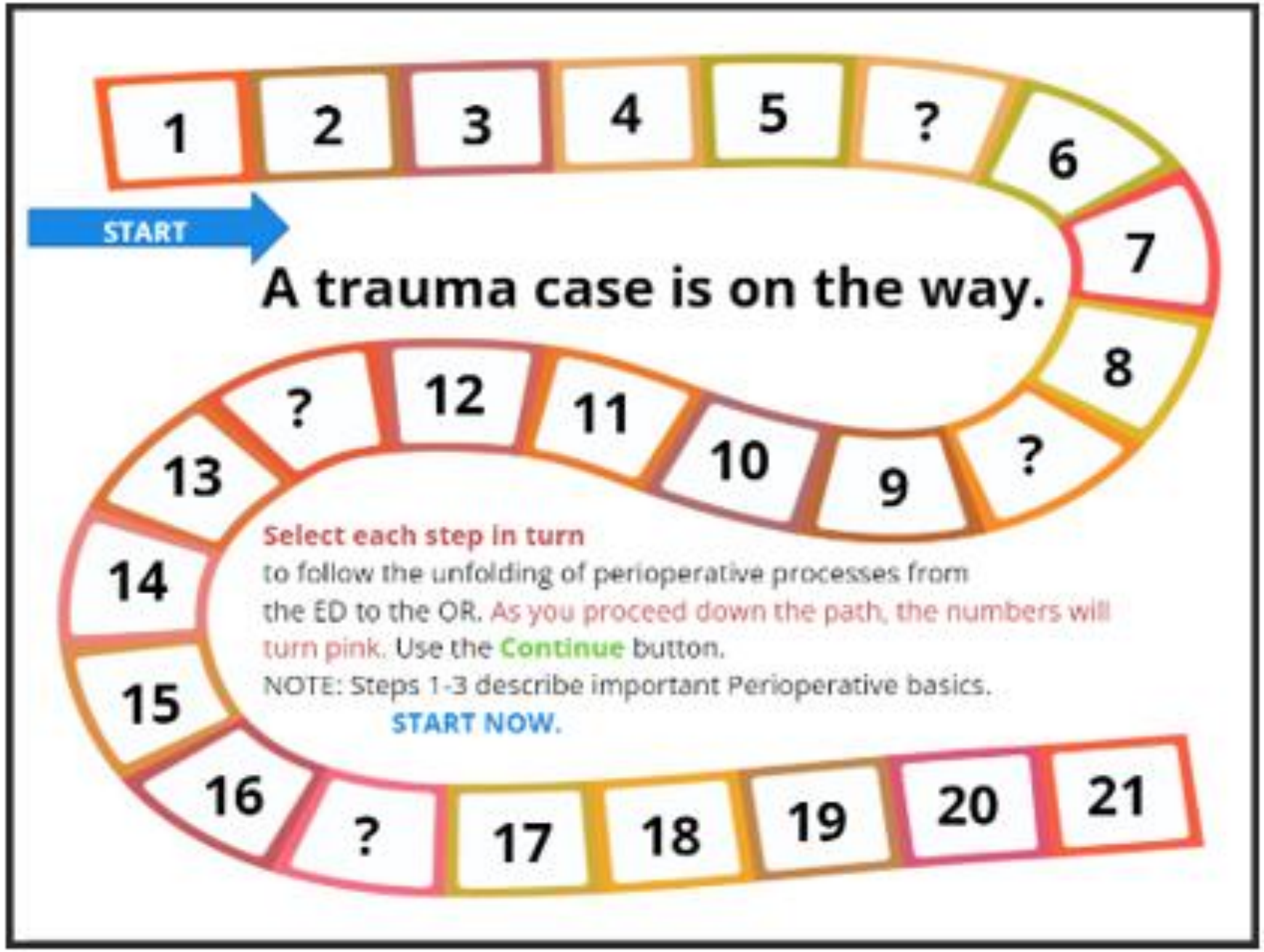
1. These squares look like they should be interactive buttons (GF, Vegetarian, Vegan). If you can make them buttons, it's an opportunity to highlight some of your best recipes in these special categories.
2. Suggestion: *Stop in for lunch and bring dinner home today*
3. Above buttons, perhaps new buttons 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 Respo
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
	5 - Oriented	**5** – Localizes pain
		6 – Obeys commands

GCS = 0

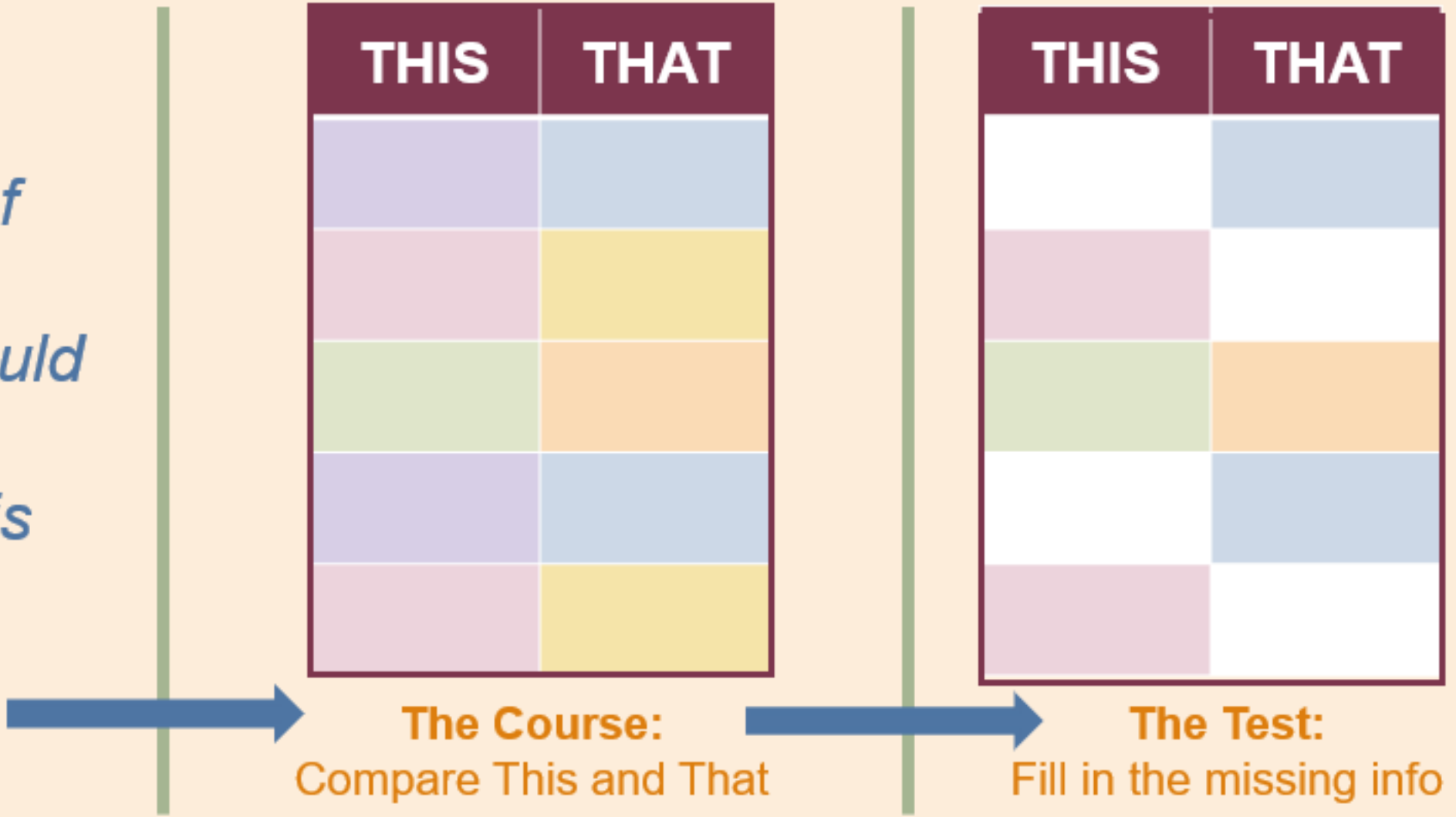
A game that teaches nurses how to assess a person's level of consciousness after a brain injury. A heartbreaking part of their job but a very necessary skill.

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

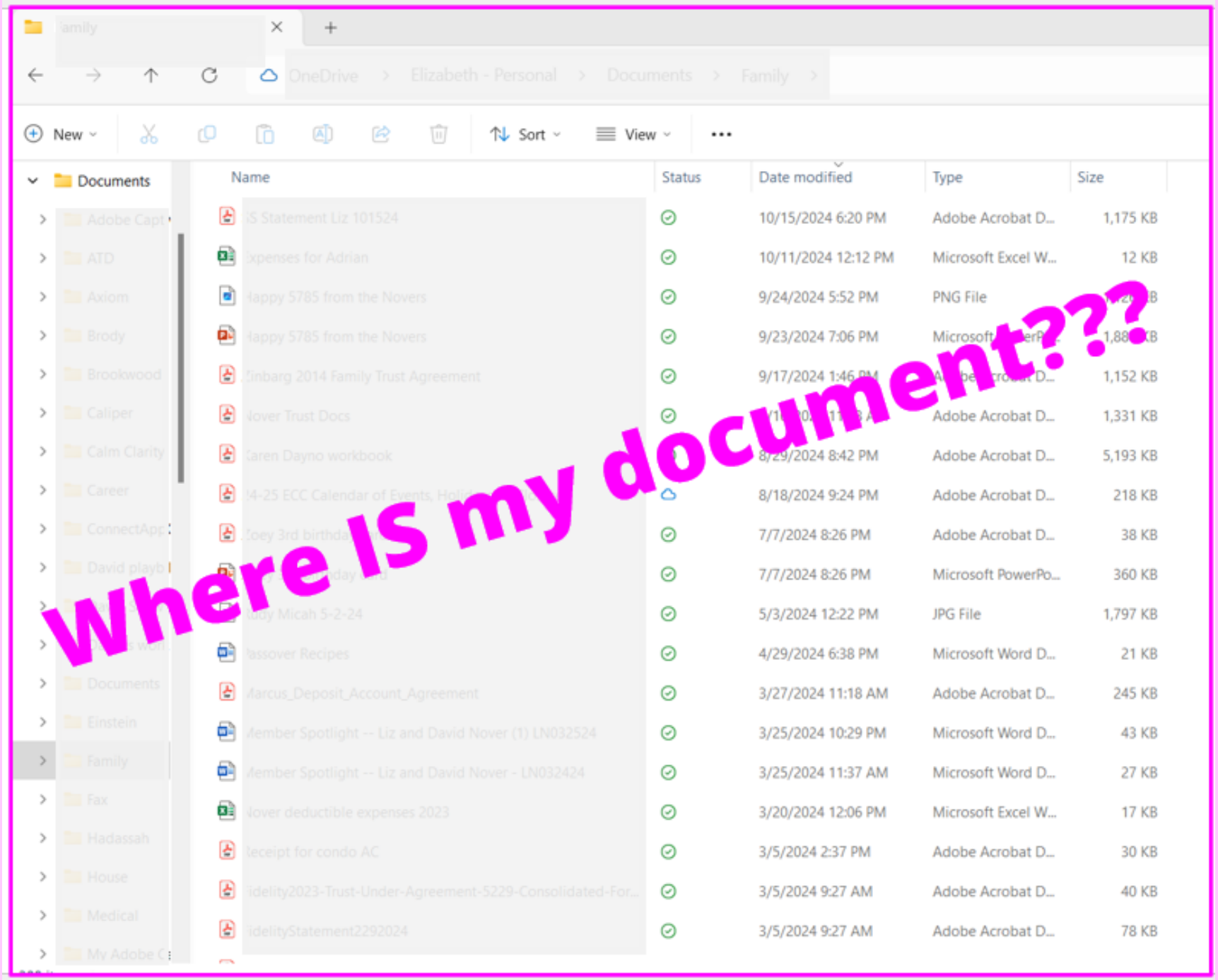
"At the conclusion of this course, learners should be able to compare This and That."



When people say

Where the X#X#? is my document?

They need file & folder management


Where IS my document???
OneDrive
Elizabeth - Personal
Documents
Family
New
Sort
View
Documents
Name
Status
Date modified
Type
Size
10/15/2024 6:20 PM Adobe Acrobat D... 1,175 KB
10/11/2024 12:12 PM Microsoft Excel W... 12 KB
9/24/2024 5:52 PM PNG File
9/23/2024 7:06 PM Microsoft
9/17/2024 1:46 PM
1,152 KB
Adobe Acrobat D... 1,331 KB
8/29/2024 8:42 PM Adobe Acrobat D... 5,193 KB
8/18/2024 9:24 PM Adobe Acrobat D... 218 KB
7/7/2024 8:26 PM Adobe Acrobat D... 38 KB
7/7/2024 8:26 PM Microsoft PowerPo... 360 KB
5/3/2024 12:22 PM JPG File 1,797 KB
4/29/2024 6:38 PM Microsoft Word D... 21 KB
3/27/2024 11:18 AM Adobe Acrobat D... 245 KB
3/25/2024 10:29 PM Microsoft Word D... 43 KB
3/25/2024 11:37 AM Microsoft Word D... 27 KB
3/20/2024 12:06 PM Microsoft Excel W... 17 KB
3/5/2024 2:37 PM Adobe Acrobat D... 30 KB
3/5/2024 9:27 AM Adobe Acrobat D... 40 KB
3/5/2024 9:27 AM Adobe Acrobat D... 78 KB

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.

YOUR WORK STRAIGHTENED OUT

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.