Bridging the Gap

Between the Finance Team and the Clinical Team

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Personality Types

Extrovert/Introvert

Sensing/Intuitive

Successful Organization

Thinking/Feeling

Judging/Perception

Personality Types

► *Extrovert/Introvert*

- **Extrovert** – Outgoing, overtly expressive person
- **Introvert** – Shy reticent person

► *Question – Favorite World*

- Do you prefer to focus on the outer world or on your inner world?

Personality Types

► *Sensing/Intuitive*

- **Sensing** – being aware that something is the case without being able to define exactly how one knows.

- **Intuitive** – Using or basing something to be true without conscience reasoning.

► *Question – Information*

- Do you prefer to focus on the basic information you take in or do you prefer to interpret and add meaning?

Personality Types

▶ *Thinking/Feeling*

- **Thinking** – using one's mind to consider or reason about something.

- **Feeling** – an emotional state or reaction.

▶ *Question – Decisions*

- When making decisions, do you prefer to first look at logic and consistency or first look at people and special circumstances?
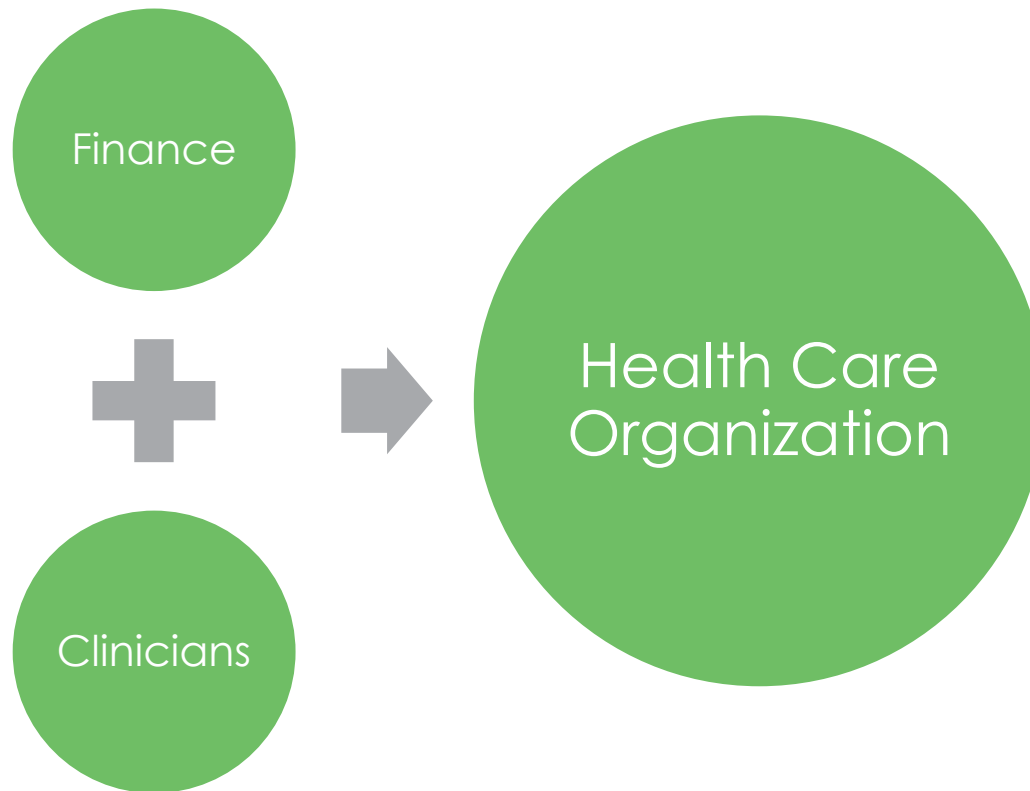
Personality Types

► *Judging/Perception*

- **Judging** – deciding the results of something.
- **Perception** – the ability to come aware of something through your senses.

► *Question – Structure*

- In dealing with the outside world, do you prefer to get things decided or do you prefer to stay open to new information and options?

Personality Types

Finance + Clinicians → Health Care Organization

How Many Organizations Run Today

Personality Types

► Extrovert/Introvert

– **Clinicians** – tend to be outgoing, people oriented. They exert most of their energy on everyone else. They rarely have control over the factors affecting their world.

– **Finance** – tend to prefer unchanging circumstances. They are very focused on what is going on in their world. They like to control the factors coming in and out of their world

Personality Types

► Sensing/Intuitive

Sensing–Intuition

- **Clinicians** – their world is constantly changing and moving thus they have to adapt quickly to the changes. They may have to try and interpret the situation as they won't know everything.

- **Finance** – they are likely to make decisions off the information they are given and not try to add meaning or interpret it beyond its face value.

Personality Types

▶ Thinking/Feeling

- **Clinicians** – always look at people and the circumstances. They interpret each situation individually. They see patient stories - not patient numbers.

- **Finance** – they are data driven and are looking for logic and consistency. They want to see trends to make their decisions. They see patient numbers – not patient stories.

Personality Types
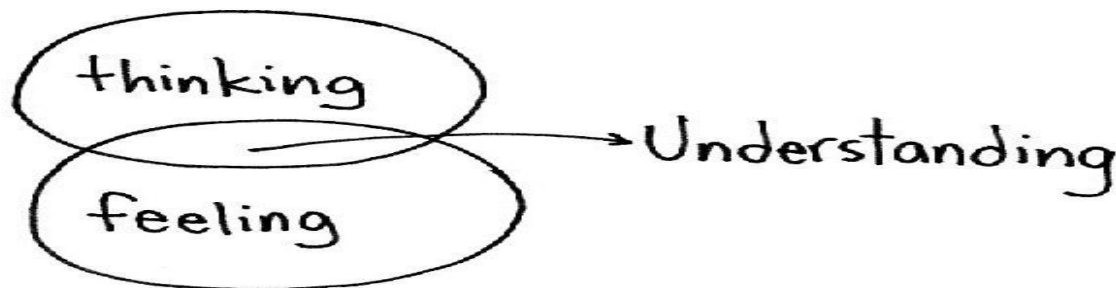
▶ Judging/Perception

– **Clinicians** – looking for new pieces of information in an environment that is constantly changing. They change their approach as the information changes.

– **Finance** – tend to be black and white. They make decisions off of trends and analysis. Things change "slowly" in this arena.

Practical Examples

Practical Examples

▶ Budget Process
- On site meetings
- Clinicians determine what is purchased
- Finance team determines dollar amount
- Give meaning to the budget
- Don't expect results from an unrealistic budget

Practical Examples

▶ Monthly Meetings

- – Right time/Right People
- – Don't expect the clinical team to understand the finance language
- – Don't expect the finance team to understand the clinical reasoning behind certain decisions
- – Meaningful information results in meaningful decisions

Key Areas of Focus

▶ Clinical Documentation/Coding

– Why is it important?

- Important from a finance perspective and a clinical perspective.

– Who benefits from accurate coding?

- Both sides do in different fashions

– How do you communicate the importance of this properly?

Key Areas of Focus

▶ Case Mix Index (CMI)

- What does this mean?
  - For the clinical side
  - For the finance side
- What can go wrong with a "bad" CMI?
  - Clinical side – patient care is not being optimized
  - Finance side – revenue is not being optimized

Communicating

- ► Remove the extreme from both sides

- ► Learn to explain the importance in the other individuals language

- ► Always remember it isn't the person but rather the miscommunication with the person

- ► Be willing to be uncomfortable

- ► Put yourself in each other's shoes

Questions?

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