HIM and IT: The Big Disconnect

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Have you ever heard this?

Perceptions, Assumptions or Reality?
Perceptions, Assumptions or Reality?

Interviews

Good
HIM and IT: The Big Disconnect?

Not so good

How do you work with someone you

Experts say...
- Manage your reaction
- Keep your distaste to yourself
- Consider whether it is you, not them
- Spend more time with them
- Consider providing feedback
- Adopt a don’t-care attitude

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Tips

**DO**
- Manage your own reaction
- Practice emotional detachment
- Spend time trying to get to know and understand

**DON’T**
- Assume that it is all about the other person
- Commiserate with others
- Give feedback unless focused on work issues

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Invite?

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Communication

- Verbal
- Non Verbal
- Open
Communication

• Speak a different language

Situation

The system is slow

Situation

You have exceeded your email storage limit
### Situation

The retention policy dictates destruction of medical records

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### Communication

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<tr>
<th>Tips for HIM</th>
<th>Tips for IT</th>
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<tr>
<td>Remain open to IT's expertise</td>
<td>Remain open to HIM's expertise</td>
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<tr>
<td>Share knowledge about HIM challenges and principles</td>
<td>Share knowledge about IT challenges and principles</td>
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<td>Help interpret information during data analysis</td>
<td>View HIM as strategic thinkers rather than the custodians of the health record</td>
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<td>Express thoughts and opinions even when opposition is strong</td>
<td>Change processes and make strategic decisions based on HIM's input</td>
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<td>Think strategically in terms of planning for new technology</td>
<td>Support HIM during times of physician resistance to technology</td>
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"Speak up about topics that are relevant such as...."
“Use your knowledge so we can create more accurate reports. HIM is better equipped to answer data, status and coding questions”

“Be reliable, flexible and willing to do whatever it takes to achieve strategic goals”

“Get involved at the legal level to help us identify compliance risks”
“Define your role going forward. There is a role for HIM, but it may be more focused than it is today”

This impacts my world, and I will participate!

Thank You!

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References


http://www.helpguide.org/articles/relationships/effective-communication.htm