

# THE ReCOREder

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*Jeanne Martin, Editor*

***Editors Note:*** Finding the right people for your organization is a slow and painful process. Many times we think the faster we fill the position, the better it will be for the other team members. However, hiring the wrong person will be even more stressful to the team in the long run. Here are some suggestions of options to consider when hiring for any position within your company. As always, we welcome your comments and suggestions. Please email them to [Support@corerecovery.biz](mailto:Support@corerecovery.biz)

## ***How to Hire the Right Talent*** ***Slow down and consider options***



You probably think good talent is hard to find these days. You may even be frustrated with and tired of the process you have to go through every time you need to add help. Consider the typical scenario: You place a classified ad in the newspaper advertising your open position and you receive a slew of resumes. Out of all those resumes, you only find a few candidates you actually want to call in for an interview. Once you conduct all the interviews, you're not impressed with any of the candidates, but you're forced to make a decision because you need to hire someone for the position right now, or so you think.

Too often, employers hire the wrong people for their organization because of the perceived need to hire someone right away. As a result, they fall into the same pattern they've always used to seek employees, and they are less than pleased with the results. But good talent does exist; you just have to know how to find it. The key is to try a new approach for locating top-notch talent. When you do, you'll realize that finding exactly who you are looking for is actually quite simple. The following tips will enable you to find the right talent so you can make your organization a success.

### ***Seek Seasoned Employees***

Many organizations today employ young, inexperienced people who think and act like they know it all. Having young, dynamic and energetic people within your organization is great, but you also need to have seasoned individuals with the knowledge and skill you can only gain from years of experience to mentor and teach the younger employees.

If you need to hire help, think of what you can gain from hiring someone with years of experience in the workforce. When you hire seasoned individuals, it's a win-win situation for everyone involved. The seasoned or experienced people take great pride in being asked to help develop the younger workers and the younger workers can gain a great depth of knowledge from these people with so much experience.

### ***Consider More Than One Job Category***

If you can't seem to find the right talent, you may be looking for the wrong type of employees. Most employers automatically think they have to hire full-time permanent individuals. This is not true, so you need to get out of that mindset.

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Re-evaluate the position you're hiring for. Is it really a permanent position? Do you really have enough work to justify bringing someone on full-time? Or might you be better off hiring part-time people or perhaps out-sourcing the position? This is a major evaluation you need to make because it could potentially save your company a lot of money. When you consider other job categories besides full-time permanent, you can alleviate a financial burden for your facility, and you may be able to bring in a whole new kind of employee. Thinking you can only hire full-time permanent people limits your possibilities and that may be why you can't seem to hire the right talent.

### ***Don't Rush***

One major mistake employers make is being in a hurry to fill an empty position. Slow down and analyze what needs to be done and what type of person you are looking for to join your organization. Really think of all the possibilities. Can you move people around within the organization? Do any employees have crossover duties that you can combine into one position? Maybe you'll find that you can combine two jobs previously done by two different people, thus freeing one of them up who would be absolutely ideal for the position you are seeking to fill. When you slow down and take the time to really evaluate what your organization needs, you may realize that the solution is not hiring someone at all.

### ***Consider a Different Demographic***

When looking to fill a position, don't forget about retirees and senior citizens. You can find a lot of talent among these people who don't necessarily want to work long hours, but who have incredible experience. This group is likely not seeking full-time employment, so you may be able to hire them as part-time employees. The experience they have and the knowledge they bring may be better than hiring someone right out of college with a fabulous degree. They have been in the workforce for many years and know how to work, and they won't need to be taught the subtle nuances of business.

### ***Don't Hire From a Piece of Paper***

When you first try to find somebody to fill a position, you probably have a wish list in mind of exactly what skills and qualities you're looking for. But if you find someone with the right attitude, you will likely end up getting a lot more than what you were looking for and you will be more satisfied with your decision. So always base your hiring decision on the person, not on what's on his or her resume. Sure, you may have to look for a little different skill set than what you originally thought you wanted, but the important thing is to find the person who will mix well with your current team. In the end, you will be better off hiring the person with the right attitude and only part of the skill set you were looking for, rather than someone with the right skill set and the wrong attitude. You can always train job functions, but can't train somebody's attitude.

### ***Get Demonstrated Results***

Before you hire someone, be sure you ask for and get demonstrated results. You don't want to interview someone and have her just talk about what she has done in the past and the type of results she attained. You want her to put her results in writing. You want to find out what she did differently to make a difference in the last organization she worked for.

### ***Make the Right Decisions for Your Organization***

You know that hiring individuals for your organization is difficult. And hiring the right talent is even more difficult. The truth is, it doesn't have to be that way. When you slow down, examine what you really need for your organization and approach the hiring process differently than you have in the past. You may be surprised how easy it can be to find the right talent. They are out there; you just have to know how to find them. And when you do, your organization will benefit greatly from the decisions you have made.

### ***Proportion***

*Think of the amount of time you spend planning your vacation and give at least that much to reflecting on what would make your work more satisfying.*

---Stacy A. Teicher, journalist

## Billions Go to Insurance Administration

Would you be surprised to learn that billing and insurance paperwork consume at least one out of every five dollars of private insurance health spending? This is what a study conducted by the Institute for Health Policy Studies at the University of California, San Francisco discovered. The findings suggest that about \$230 billion in health care spending nationally is devoted to insurance administration. The researchers found that private insurers use about 10 percent of premiums for billing, marketing, financial activities and profit. Physician offices spend 14 percent of their income on insurance paperwork and hospitals spend 9 percent on insurance paperwork. This financial cost to physicians for insurance paperwork is especially high, according to investigators. Not surprisingly, the study points to tremendous waste in our health care system. For more information, see <http://pub.ucsf.edu>.

## *Avoid Confrontation & Collect More Money*

### De-escalation

- ❖ Always start with “I”... Never “You”
- ❖ Never try to reason with an angry person
- ❖ Paraphrase their statements
- ❖ Empathize
- ❖ Never give advice
- ❖ Do not threaten or try to intimidate
- ❖ Remember the “Golden Rule”
- ❖ Use “Feeling” words

### Persuasion

- ❖ Get their attention
- ❖ Get them to listen
- ❖ Define your position
- ❖ Be specific about the needs
- ❖ Sell benefits of payment
- ❖ Guide the consumer to the right result
- ❖ Listen and acknowledge
- ❖ Do not argue
- ❖ Validate their feelings
- ❖ Establish rapport
- ❖ Be competent
- ❖ Build trust and align goals

### Understand the mental processing of an unpaid claim:

#### WHY:

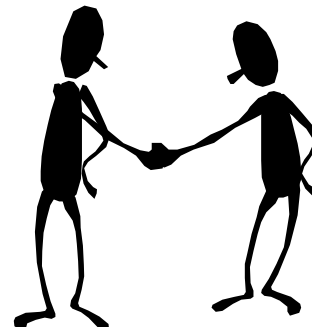
**WHY** has the debt not been paid?

- ❖ Circumstantial?
- ❖ Intellectual?
- ❖ Emotional?
- ❖ Criminal?

#### HOW:

**HOW** do we appeal to the consumer to get the results we desire?

- ❖ Honesty
- ❖ Pride
- ❖ Anxiety
- ❖ Non-payment consequences based on statutes and client desires.





### Your move

A certain patient did everything he could to get an appointment with a famous psychiatrist. One day he arrived at the psychiatrist's office and demanded that he be taken in for an appointment.

The receptionist heard him describe in detail why he needed treatment and then went into the psychiatrist's inner office. "Mr. Jones is here to see you again. This time he's claiming that he is invisible."

The psychiatrist didn't even look up when he said, "Tell him I can't see him."



### Still unclear on the concept

A lumberyard employee entered a psychologist's office with a guilty expression and asked to speak with her.

"I just have to confess something," he said. "I've been stealing building materials for several years from the yard where I work."

"Exactly how much have you taken?" asked the doctor. "Enough to build a whole house for myself. What should I do?" The psychologist silently considered the problem. She decided that the first thing this patient needed to do was to go off by himself—in solitude—and think really hard about why he had chosen to behave in such a manner. So she asked him, "Have you ever done a retreat?" "No," he said, but I'm sure I can get you the lumber for it."

**Source:** *How to Hire the Right Talent*, Taken from "Health Care Collector", May 2006.

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**Disclaimer:** This information is not presented to be used as legal or professional advice on specific facts or matters. Readers with specific questions should refer then to their own attorneys.