



NAMAS Weekly Auditing & Compliance Tips

September 2, 2016

Little Things People Hate About Their Colleagues- Are You Guilty?

Written by Bernard Marr, Best Selling Author, Keynote Speaker and Leading Business & Data Expert

Article was republished with permission from author

[Click Here to Listen to This Week's Audit Tip](#)



It's true that we can't choose our families, but in most cases, we also don't get to choose our work colleagues - and many of us spend more time with the people at work than we do with our blood kin!

According to a UK study, one in five office employees say they hate one or more of their coworkers. A third of people in the study said they dislike their colleagues *so much* that they would never even consider socializing with them outside of work.

Bosses and senior management emerged as the most hated group overall, but no one was immune. The study found that media was the most vicious field to work in, followed by accounting, IT, and sales. Nursing came in as the nicest field.

No matter what your job, this study suggests that some people, somewhere in your office may really dislike each other... And these could be some of the reasons why.



Wishing everyone a safe and Labor Day weekend!

The NAMAS office will be closed on Monday, September 5
We will reopen on Tuesday, September 6

not a member yet?

JOIN NOW!

As a NAMAS member, you'll receive access to monthly webinars for CEUs (including those hard to find CPMA CEUs!), a subscription to BC Advantage magazine, discounts on products and NAMAS training events, and much much more!

1. Disregard for shared spaces. Every office has an office slob. They may be able to find what they need in that landfill they call a desk, but it may offend or inconvenience their colleagues - especially if they can't find what they need when they need it. If someone's mess goes beyond papers and files to include food wrappers and dirty dishes, closest neighbors may not appreciate the smell or potential for vermin. And if their mess extends to shared spaces like the kitchen or breakroom, well, now then they are just being inconsiderate.

2. Lack of email etiquette Please tell me people at your work are not sending funny cat videos and spammy chain emails to their office mates... Even if someone's email game isn't *that* bad, they may still be annoying people if they habitually 'reply all' on emails when everyone does not need the reply, use all caps or no punctuation at all, or habitually send novels when a single sentence or two would suffice.

3. Know-it-all Yes, clearly there are some people who are simply the smartest person in any boardroom, but no one else wants to be reminded of that. In fact, some have been so busy being right that they failed to notice that they have completely alienated their entire team, and that no one wants to implement their ideas just to spite them. Rather than having the answer for everything, why not let someone else have a go?

4. TMI Sharing too much information (TMI) is a tricky line to walk. Many coworkers share personal information about their kids, their hobbies, or their pets - which is great and adds to things. But some *may* be crossing the line when they discuss their embarrassing medical problems, share photos of their weekend drunken debauchery, or kiss and tell. Remember, this doesn't include just the things people tell their colleagues directly, but also the things they are unfortunate enough to have to overhear when they take private phone calls at their desk.

5. Laziness Nothing will drop someone off people's favorites list faster than not pulling their weight on the team. If there is someone who is constantly the one not finishing projects, taking long lunches, napping at your desk, or doing just the bare minimum to get by, they are the lazy guy. And those who have to pick up the slack for them won't ever be their biggest fans. Similarly but slightly different, if someone is always late - to work, to meetings, to whatever - people get tired of that, too.

6. Complaining If someone is constantly moaning about the work load, the hours, the boss, the temperature of the office or the sorry state of the coffee, you can bet that their coworkers are tired of listening to it. Everyone works

events, and much, much more.

We offer 4 membership levels- choose the one that best suits your needs!

Click Here to View NAMAS Membership Levels and Benefits

For added convenience, NAMAS accepts PayPal, PayPal Credit, quarterly and monthly payments of membership dues.



Our onsite or online training program will not only prepare you to sit for the medical auditing certification test, but will prepare you for a career as a medical auditor.

As a bootcamp attendee, you will receive the NAMAS Auditor's Resource & Prep Guide, 16 AAPC CEUs, AND a 1 year NAMAS membership!

Our **onsite** schedule is as follows:

September 15-16: Nashville, TN

October 6-7: Birmingham, AL

November 3-4: Charlotte, NC

December 5-6: Orlando, FL

Click Here to Learn More About The NAMAS Medical Auditing BootCamp

NAMAS E/M Auditing BootCamp

hard, no one wants to stay late, and yes, the coffee sucks - but no one wants to hear about it all day every day.

7. Gossip Many offices run on gossip as much as they do coffee or tea, but there's also always someone who takes it too far. If someone is more concerned with their coworkers' personal lives or interpersonal communications than they are with their own life and work, chances are, somebody isn't happy about it. Best to remember to mind your own business and let everyone else get on with theirs.

8. Too competitive Competition can be healthy. Seeing who's first on the sales leaderboard or who has completed the most projects this month can be motivating and fun. But when there is someone who acts as though work is a war and there can be only one victor, they're probably taking things too seriously and almost certainly making enemies.

I believe that no-one should ever reach a state of 'hating' anyone at their work place and if people simply watched out for these little things our work places would be much better and happier places, for everyone!



Bernard Marr is the author of two European publications: *Big Data in Practice: How 45 Successful Companies Used Big Data Analytics to Deliver Extraordinary Results* and *Key Business Analytics: The 60+ Tools Every Manager Needs to Turn Deals into Insights*

Mr. Marr is also the Founder & CEO of Advanced Performance Institute

[Click Here to Learn More About Bernard Marr](#)



For those with a basic foundation of E&M auditing, or experienced E&M auditors just looking for a refresher, our 1-day E&M Auditing BootCamp is for you!

MDM? Medical Necessity? Guidelines? Audit Policies? We'll cover all of this AND more in this training program

Attend one of our upcoming **ONLINE** or **ONSITE** sessions:

1 day **online** session on October 24
Or, attend one of our 1-day **onsite** sessions:

September 14, 2016: San Antonio, TX
October 6, 2016: Covington, LA
November 15, 2016: Columbus, OH

Click Here to Learn More About The NAMAS E&M Auditing BootCamp

Weekly Tip Sponsor



Advanced Performance Institute™

We Want to See You In Orlando!



8TH ANNUAL

Auditing & Compliance

CONFERENCE 2016

NAMAS Calendar of Events





You're Invited to Join us at the 8th Annual Auditing & Compliance Conference

Click the image above to view our monthly calendar

Dates: Pre-Conference: Tuesday, December 6, 2016
Conference: Wednesday, December 7- Friday
December 9, 2016

Venue: Loews Portofino Bay Hotel, Orlando, FL

This is the ONLY conference designed for medical auditors and compliance professionals!

Earn Up to 21.5 AAPC CEUs good toward Core A, CPMA, CPCO & CEMC certifications

Upcoming Webinars

NAMAS is proud to present the following webinars in September



Quality and Pay for Performance

Speaker: Kimberly Charland
September 6, 2016
2pm EST

Challenges with Electronic Communication

Speaker: Scott Kraft
September 13, 2016
2pm EST

Defending Yourself Against Commercial Insurer Recoupments

Speaker: Tom Force
September 20, 2016
2pm EST

E&M Encounter Review

Speaker: Pam Vanderbilt
September 27, 2016
2pm EST

NAMAS Members: Watch your Email for Registration Links

Non-Members: Email namas@namas.co to learn how to attend these webinars

Where better to be in December than in beautiful Orlando, Florida learning from the best in the business, networking with your peers, and **earning up to 21.5 AAPC CEUs?**

There's more good news! **NEW FOR 2016-** we've partnered with RACmonitor to provide a **FACILITY AUDITING track** during both pre-conference and conference!



Attendees can select their pre-conference and conference sessions from any one of the following tracks: Physician-Based Auditing, E&M Auditing, Facility-Based Auditing, and Physician- Based Compliance!

Don't delay in registering- Lock in your conference rate with only a \$50 deposit!

[Click Here to View the Conference Agenda](#)

Save With PowerBuying

[Discover the Power of](#)

Register Now

NAMAS Conference Speaker Spotlight

Speaker Spotlight

Meet our speakers for the



Kim Charland

BA, RHIT, CCS

Senior Vice President,
Clinical Innovation &
Publisher, VBPmonitor

Conference Sessions:

- Audit Sampling & Extrapolation
- Ask the Hospitalist Auditor
- Auditing Opportunities in a Value Based Reimbursement World

NAMAS 8th Annual Auditing & Compliance Conference

December 6-9, 2016
Orlando, FL
Loews Portofino Bay Hotel

View the full conference
agenda & register today
www.namasconference.com



8TH ANNUAL
Auditing & Compliance
CONFERENCE 2016

the Power of
PowerBuying



Call Craig King
800-635-4040

As a NAMAS member, you can utilize DoctorsManagement's PowerBuying division to help your organization save money! PowerBuying works directly with our partners and GPOs as your advocate to secure better pricing on items such as:

- Clinical supplies
- Office supplies
- Malpractice insurance
- Credit card processing
- Capital equipment
- Pharmaceuticals
- Document destruction
- Medical waste disposal
- Cell phone service discounts
- and more!

To start saving, contact Craig King at cking@drsmgmt.com or 800-635-4040

Too Many Audits Stacking Up?

Let our team help with the backlog & keep you current!

DoctorsManagement & NAMAS employ Senior Management Auditors with no less than 10 years of experience. Our team can perform your audits or offer hands-on assistance to your auditing team.

We can assist with:

- Valuation Audits
- Pre-Bill Audits
- Retrospective Audits
- Customized Training

To schedule your audit or training, contact NAMAS at 877-418-5564 or via email at namas@namas.co

Complimentary
Tip of the Week

Our weekly auditing & compliance tip emails are available to anyone who could benefit from this information.

If you know someone who would like to receive these emails, invite them to sign.

Click the image above to be added to our email list!

In This Issue

[Little Things People Hate About Their Colleagues](#)
[NAMAS 8th Annual Conference](#)
[Speaker Spotlight- Aimee Wilcox](#)
[NAMAS Auditing Services](#)
[Become a NAMAS Member](#)
[Medical Auditing BootCamp](#)
[E&M Auditing BootCamp](#)
[Calendar of Events](#)
[Upcoming Webinars](#)
[Save Money With Powerbuying](#)
[Receive These Tips](#)
[Author Our Next Audit Tip!](#)
[Follow NAMAS](#)

Do You Want to be Published?

Are you a professional in the healthcare industry who would like to be featured in our weekly auditing and compliance tips?

Submit your 500-1000 word tip to NAMAS via email to namas@namas.co

If your tip is used in one of our weekly emails, we will provide you with a Visa Gift Card for use of your tip.

Stay Infomed

Stay up to date with important news and announcements from NAMAS. Follow our social media pages to ensure you don't miss a beat!

