

## Knowledge is Power

I recently attended a session on Total Quality Management; and as I sat through the presentation, I couldn't help but relate it not only to my every day work but to PA-AHDI.

Total Quality Management is defined as a continuous process of satisfying our customer needs and expectations. TQM is also an organizational approach in delighting customers by meeting their expectations on a continuous basis through everyone working together and methodically solving problems. It is a valid statistic that 1/10 customers will complain; others will just walk. The voice of the customer should be systematically transferred into development of products, feature characteristics, specifications as well as process, methods and controls to effect the entire supply chain from material inputs to customer delivery.

According to TQM, how do we improve the process? We improve the process by retaining what has value to our customers. We should focus our attention on value-adding activities. When I think about what has value to our medical transcriptionists, I hear "increased wages." I hear "education." I hear "public awareness and respect" and the list goes on...

I then reflect on what is PA-AHDI doing about these value-adding activities for our Pennsylvania MTs? As President of the Association, I would like to review the four major initiatives that we are working on:

1. Credentialing: We wholeheartedly believe if we help our workforce become credentialed, whether the CMT and/or the RMT, we can help increase wages for the medical transcription industry. Interestingly, I attended the supervisor and manager's group today, and this was the topic of discussion. What is each MTSO or hospital doing with credentialing? We believe that a study on how the CMT and/or RMT improves quality and/or TAT for a hospital or an MTSO will help move this initiative forward in our industry and have an impact on the facilities to want to hire credentialed workers. PA-AHDI specifically has a credentialing committee with Deb Purse as our lead. If you are interested in a study group, please contact Deb at [debpurse@comcast.net](mailto:debpurse@comcast.net). We will also be sponsoring one person to become a CMT and RMT this year by filling out the credentialing form in our newsletter, so if you are not credentialed, please take advantage of this opportunity!! We want to be a part of moving credentialing forward in order to help our MTs with increased wages.
2. Military Spouse Program: PA-AHDI is working in coordination with AHDI on this particular initiative. AHDI along with the Department of Defense and the Department of Labor have been working together to approve CAA (Career Advancement Accounts) funding for medical transcription. Once again, if we can increase our numbers, our "voice" is more likely to be heard.
3. Advocacy Day: We will be going to the Capitol on June 2<sup>nd</sup> through 4<sup>th</sup> of this year. What better time than to "Speak our Voice" about the importance of medical transcription and the challenge we face. We want to take PA-AHDI members with us!! We are willing to sponsor at least 4 members to go with

the leadership to share our views and challenges on medical transcription. Please see the form in the newsletter and email Carol Croft, CMT at [carolpa45@aol.com](mailto:carolpa45@aol.com) if you are interested in being sponsored.

4. Membership: We are heavily advocating to increase our presence in Pennsylvania. Did you know that Pennsylvania is one of the more heavily populated states for MTs? In the last year, we have slipped with our membership by 10%. Donna Lape, CMT has the lead on our membership committee, and we have several initiatives at this time including the following:
  - a. We will be sending out a survey to lapsed members to try to identify why he/she did not feel PA-AHDI membership was of value.
  - b. We will be sending out a survey to YOU to ensure that we are embarking up the right path! As I mentioned earlier, we want to be involved in activities that add value to YOU.
  - c. Carol Croft will be attending a high school job fair in Harrisburg. Is there anyone else that would be interested in doing a high school job fair in your area? We have the materials that you would need to do a high school job fair. All you would need to do is share why you are passionate about medical transcription! Please email [patty.barrett@acusis.com](mailto:patty.barrett@acusis.com) if interested.
  - d. We are also interested in pursuing online MT schools, so we will be sending out additional letters.

As you can see, we have a rather aggressive agenda in order to help ensure that we are addressing your needs. Please review the initiatives and let us know which initiative that you would like to participate in. Once again, we are willing to help sponsor our members that want to be a part of these events.

A couple of more points that I would like to share with you in the TQM message includes the following:

“If you do not improve, you will deteriorate.” What better way to learn than to be a part of PA-AHDI by getting involved and learning about what is happening in our organization. How many of our members are familiar with the following acronyms: CCHIT, MGMA, CDA4CDT, ONCHIT, etc.? AHDI is involved with all of these organizations; and by being involved at PA-AHDI, you will have the opportunity to become very familiar with how these organizations have an impact on medical transcription. Remember, “knowledge is power;” and with the tough economic times that we are experiencing, this is a valuable aspect of our careers.

Another key point of TQM that I would like to share with you is that all change begins with “I.” How many times have we said “I simply do not have time to become involved?” We are living in a very fast paced environment; however, we simply cannot wait for someone else to effect change. If we all pitch in and share the responsibilities, particularly if we are interested in the increased wages, the education, the respect, the awareness that we are all passionate about, then our voice can be and will be heard and change will occur.

Sincerely,

Patty Barrett, CMT, AHDI-F  
President, PA-AHDI