Ohio Health DME & Lessons in Leadership

Triratna Manandhar
tmanandhar@outlook.com

Follow this and additional works at: https://digitalcommons.otterbein.edu/stu_master

Part of the Health and Medical Administration Commons, Health Information Technology Commons, Health Services Administration Commons, and the Higher Education Commons

Recommended Citation
https://digitalcommons.otterbein.edu/stu_master/79

This Project is brought to you for free and open access by the Student Research & Creative Work at Digital Commons @ Otterbein. It has been accepted for inclusion in Masters Theses/Capstone Projects by an authorized administrator of Digital Commons @ Otterbein. For more information, please contact digitalcommons07@otterbein.edu.
Ohio Health DME & Lessons in Leadership
Triratna Manandhar

Introduction
Completed practicum at the Ohio Health Department of Medical Equipment (DME). Ohio Health DME manages supply and distribution of home medical equipment in north and central metropolitan areas of Columbus. The DME offices are at three locations – Lewis Center, Marion, and Mansfield, but my training location was primarily based at Lewis Center office.

Goals going in
- Developing an understanding of finance in Homecare and DME.
- Gain knowledge on the processes involved in Homecare administration and financial tools used in Homecare systems.
- Develop skills of Health Information Technology and implementation of the e-commerce applications in the site and the organization.
- Learn about the communication techniques and the technical language being used in practice in the organization.
- Understand and learn from the supervisor and stakeholders about the challenges in Homecare and the prospect to overcome.

Field Trip and Warehouse Runs
Participated with a Service Technician to go on a field trip and delivered and installed home medical equipment such as oxygen tanks, oxygen concentrators, bed, bent metal, and accessories to patient homes.

Spent time with other senior managers and understood the process involved and different type of respiratory equipment such as CPAP, BIPAP, NIV, BIPAP, CPAP, and accessories at patient homes.

Information Technology
Learned about the information technology system for maintaining and retaining patient / customer records
Healthcare Database Management System (HDMS)
Mobile Driver – delivery tracking and check-in tool for drivers

Leadership Lessons
Attended conferences with possible business partners
Attended daily huddles, Gemba walks and leadership conferences.
Met Connie Gallagher, President of OhioHealth at Home Health
Attended interview session for new hires

Goals Achievement
Administrator Training
Showed up at the site, once in 2 weeks for the whole day.
Shadowed Heather the entire day.
Observe processes and got trained regarding different home health medical equipment.

Four Departments in Home Care
1. Intake – Answering calls, customer calls for equipment
2. Complex Problem Solvers (CME)
3. Respiratory Therapists (RTs) – work with equipment such as CPAP vents, Non-Invasive Ventilator (NIV), BIPAP
4. Service Technicians (STs) – deliver bent metal, beds, pickup O2, and service, fix, clean equipment
5. Orthotics & Prosthetics Program (new faction, in progress)

Reclaiming Lost Revenue
Prepared 120 days unbilled revenue report for all three locations (Lewis Center, Marion, & Mansfield)

For the remote work more than (80 hours), I had to list on a spreadsheet, every Unbilled revenue for Certification of Medical Necessity (CMN) that's 120 days which was generated from HDMS.
Had to go through more than 500 pages of patient data and create the excel spreadsheet with information about those patients whose revenues were unbilled for more than 120 days. This includes the equipment type that they had purchased and the physician's name along with the patient information such as Account Number, Name, and Address.
Additionally, worked on automating the process of creating the spreadsheet by writing a script in Python programming language.

Unbilled Revenue Report
- Office and Warehouse at Lewis Center
(Reference: Ohio Health DME)

Key Takeaways
Heather is a people person, and she enjoys watching other people grow and succeed. Key takeaways from her can be best summarized in following two sentences with her own words:
✓ You just have to lead the people, don't have to be a content expert.
✓ Hire people smarter than you and lead them.

Networking with notable personalities
- Holly Williams (alumni of Otterbein MSAH) – Director of Orthotics & Prosthetics (new program)
- Travis – Director of Operations
- Chad King – Warehouse Supervisor

Connie’s 11 Leadership
No. 1 Reason people stay, or leave is the manager.
The book, “It’s the Manager” (by Gallup) has a lot of good tools. Another recommended book is “What You Accept Is What You Teach, Not What You Expect.”
✓ Lesson #11: Email and Social media is not your friend.
✓ Lesson #10: I am a human before the title.
✓ Lesson #9: There is time to change.
✓ Lesson #8: There are two sides to every story.
✓ Lesson #7: Tides will change.
No organization or person stays on top forever. Money is 4th or 5th on the list, people stay because of leader.
✓ Lesson #6: Pay it forward
✓ Lesson #5: Be willing to look at yourself every day.
Seek feedback; greatest gift you can give to yourself. Look in the mirror.
✓ Lesson #4: Fill in the blanks is never productive.
✓ Lesson #3: Never wait for somebody to take the first step.
Lesson #2: The (four) principles of change:
People see change as a takeaway. I got to change by myself. The more you have to change, the harder you have to try. Think about pandemic.
Example of a new rubber band.
✓ Lesson #1: Never forget your origins.
No one is born perfect. Learn how to be a storyteller. The power in business is based on trust.