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25th Annual Revenue Cycle Conference
Tailgates, Touchdowns, & Revenue Cycle Championships!
It's time.....to Reignite!

Thoughtful Change Management

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Session Objectives

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- Strategies for managing self
- Frameworks for change management
- Strategies for managing others through change

Strategies for Managing Self

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Awareness of
thoughts and
emotions

When are you in each
of these “zones”

How do you shift?

ENERGY

Entrainment

Seven Levels of Change Management

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Healthy Tension



The Power of Healthy Tension

The delicate balance between opposing forces or ideas

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Examples of Healthy Tensions



**IDENTIFY YOUR
CRUX TENSION**



**MIND YOUR
BIAS**



LEARN THE LANGUAGE



**MAKE INFORMED
DECISIONS**

- Optimism vs. Realism
 - Balancing positive outlooks with practical assessments
- Embracing Change vs. Preserving Stability
 - Navigating change while maintaining stability
- Profit Focus vs. Purpose Driven
 - Aligning financial goals with a meaningful purpose
- Expectations vs. Grace
 - Holding people accountable while showing compassion
- Caring for Others vs. Caring for Yourself
 - Prioritizing both self-care and empathy
- Building Confidence vs. Remaining Humble
 - Striving for growth without arrogance

The Types of Tension

The cause and effect of opposing forces or ideas

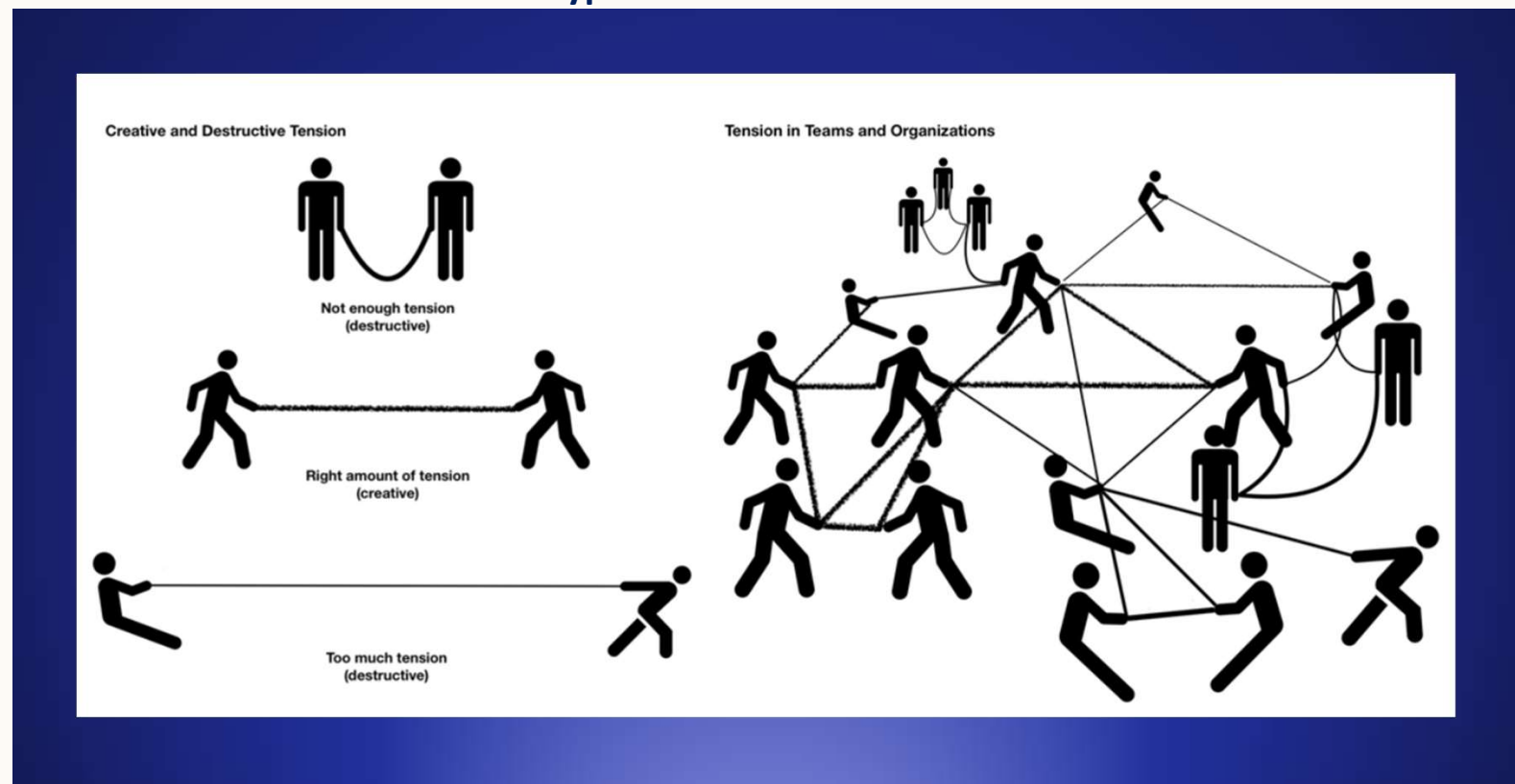
Type of Tension in Motion

Slack = Destructive

Balanced = Creativity

Unbalanced =
Destructive

In-Direct = Destructive





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Applied Improv Skills

**Slow Down, Notice More
Resilience – Fail with Grace
Quiet Your Judgmental Voice**

ADKAR MODEL – ESSENTIAL FOR THE CREATION

Awareness

Desire

Knowledge

Ability

Reinforcement

Awareness
of the need to
change

What is the nature of
the change?

Why is the change
needed?

What is the risk of
not changing?

Desire
to participate and
support the change

What's in it for me?

Is this a personal
choice?

A decision to engage
and participate.

Knowledge
on how to change

Understanding how to
change.

Training on new
processes and tools.

Learning new skills.

Ability
to implement desired
skills and behaviors

The demonstrated
capability to implement
the change.

Achievement of the
desired change in
performance or behavior.

Reinforcement
to sustain the change

Actions that increase
the likelihood that a
change will be
continued.

Recognition and
rewards that sustain
The change.

For Further Reading

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- Energy Leadership: The 7 Level Framework for Mastery in Life and Business, 2nd Edition, by Bruce D Schneider
- The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation and Growth by Amy C Edmondson
- ADKAR: A Model for Change in Business, Government and Our Community by Jeffrey M Hiatt

THANK YOU!



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