



Back row, from left: Sasha Mozelewski, Stephanie Ramirez, Kasaan Hammon, Melanie Melillo, Erich Rempel (CEO).
Front row, from left: Andrew Park, Alec Nielsen, Matt Hill, Connor Farrell, Jon Dreiling.

Spring 2016 Management Retreat Recap

In March, the ScribeConnect regional managers and trainers gathered together in the mountains of Idyllwild, California, for the Spring 2016 Management Retreat – which was swiftly renamed an “Advance” since “we don’t retreat at ScribeConnect.” Sitting down at the new corporate offices in Idyllwild with CEO Erich Rempel, the team talked about hiring, training, and what’s new on the horizon at ScribeConnect.

The annual retreat provides company leaders with an opportunity to share updates and experiences, identify challenges, and collaborate on strategies for improvement. With clinic locations currently spread out between Southern California and Southern Illinois, the retreat is a welcome chance for valuable face time and feedback. The schedule included group presentations and training review, along with a healthy daily dose of good food, hiking, barbecuing and campfire time. Rempel hosts the retreats as an important part of company culture. "The retreats are about teamwork and communication. I want our team members to spend time together to get to know and learn from each other."

Attendees included new Director of Implementations, Alec Nielsen, who was formerly a Site Manager in Santa Monica, CA. Also attending were regional managers Jon Dreiling (Santa Monica), Melanie Melillo (Long Beach), Sasha Mozelewski (So. Illinois), Stephanie Ramirez (Upland/Fontana), and outgoing managers/trainers Connor Farrell, Matt Hill and Andrew Park. Farrell, Hill and Park shared their insights with the team as they depart their roles to attend medical school.

Retreat topics included the push for recruitment as ScribeConnect continues to take on new clients and expand to new regions. Rempel updated the team on developing technologies such as remote scribing and consolidated coding and billing which will grow the company's services as the scribing industry evolves. Also discussed were enhancements to the STC signature training curriculum including the updated appendices, an EHR imagery repository, and site-specific tips and topics.

At the core of the ScribeConnect mission, the focus always circled back to improving the patient care experience and helping doctors provide their core service. Rempel stressed the importance of balancing efficiency with adaptability. As the book *Team of Teams* by retired U.S. Army General Stanley McChrystal reveals, "Modern organizations must adopt the traits of small teams—adaptability, trust, common purpose, shared awareness, and empowerment of individual members to act." Basically, they must be fast, flexible and share information.

Rempel challenged the management team with the "Proteus Problem." In Greek mythology, Proteus is an early sea god who is known as the god of "elusive sea change." The problem with facing down Proteus is his changing form which renders an adversary's one weapon useless without an ability to switch strategies quickly. As members of a fast-paced clinical team where days unfold in waves and challenges are fluid in nature, scribes are called to be Protean: versatile, flexible, adaptable, and capable of assuming many forms to conquer the problem at hand.

So after four days of meetings, meals and exploring the mountains, what did we learn? We learned that real leaders eat last. They put the needs of the team ahead of their own. From Illinois' Mozelewski, we learned that anger is a result of unmet expectations, so communicating expectations upfront is key. We learned, according to med school-bound Park, that we should all be reading more Vonnegut. We learned on a hike with Farrell that if you want to take a great picture, put the good stuff slightly off-center. We learned the unstoppable, unifying power of "Sweet Caroline" karaoke...dah, dah, dah.

And most certainly of all, we are looking ahead to a great 2016 with a strong, growing team at ScribeConnect!



Quality of the Month: Adaptability

A wise person adapts themselves to circumstances, as water shapes itself to the vessel that contains it.

-Chinese Proverb



SC Spotlight: Jon Dreiling

Site Manager, Santa Monica, CA

Jon joined the ScribeConnect Santa Monica team in 2015. After completing his SC Certification and excelling as a scribe, Jon was recently promoted to Site Manager.

Jon is known for his positive attitude, dependability, and good communication. Jon enjoys getting to form strong working relationships with all of the emergency department staff. He also takes a lot of pride in knowing that his ScribeConnect coworkers are all talented, motivated individuals. Jon says, "Getting to know and learn from my coworkers is one of the best aspects of my job."

Jon's goal is to attend medical school in 2018. Outside of work, he enjoys playing golf, playing guitar, and traveling. Speaking of traveling, we asked Jon what his must-have three items would be on a desert island: "A hammock, a really long book, and a dog to keep me company."

As far as what's next for the Santa Monica team: "I want to continue to improve communication between myself and the rest of the team to ensure we create the best possible scribing experience for our providers. I know that this will translate into a more enjoyable and beneficial scribing experience for all of us."

Welcome Aboard!

Aderonke B., Justine C. and Janna Y. (LA); Aria F., Caitlin C., Corey N., Shadi H. (LB); Lauren A., Sean T., Paul L., Shannon L. (SM); Nicole B. (Upland/Fontana)

Look Who's Going to Med School...

Aaron A., Amy C., Andrew P., and Daniel L. (LB); Matt H. and Amber F. (LA); Nicole M. (SM)

Heading to PA School...

Cynthia L. (LB)



You are all AWESOME! Good luck!

Brain Food

BOOK

Team of Teams: New Rules of Engagement for a Complex World
by General Stanley McChrystal, Tatum Collins, David Silverman, Chris Fussell

VIDEO

Why Leaders Eat Last
by Simon Sinek

RESOURCES

Six Thinking Hats: An Essential Approach to Business Management
by Edward de Bono

What are you reading? Send us your recommendations, and we may include them in an upcoming "Brain Food."

Got any news? Send us news, photos, updates, interesting reads or items you want to share with TeamConnect: kasaan@scribeconnect.com.

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