

Any of the following questions may be used for purposes of generating discussion as it pertains to Revenue Cycle activities within the Indian Health System. Answers are completely voluntary.

1. What do you love most about your job and/or your role in the Revenue Cycle?
2. What do you dislike most about your job and/or your role in the Revenue Cycle?
3. What would you change about your job and/or your role in the Revenue Cycle?
4. Do you feel you have all tools readily available to effectively do your job and/or fulfill your role within the Revenue Cycle?
5. If not, what tools would be helpful?
6. What training could help you perform your duties better?
7. What information or resource do you wish you had when you first started? Does that information or resource exist for your use today?
8. Do you know where you can go for help or additional information?
9. What skills could you gain that could improve your job functioning?
10. Where do you see yourself in 5-10 years?
11. Do you feel that there is a structure for people to transition the institutional knowledge you have within your organization before you leave?
12. What is your greatest accomplishment (individual or group) in the Revenue Cycle?
13. What process within the Revenue Cycle may be fixed or improved? How?
14. What do you need help with in the immediate future?
15. Do you know most or all of the components of the Revenue Cycle?
16. What is the biggest challenge that you see faces your organization and its Revenue Cycle success?
17. What opportunities do you see in terms of partnership between the components of the Revenue Cycle?
18. What additional revenue stream can you identify for your facility?
19. Are you crystal clear on your role and what you should be working on? If not, what aspects aren't clear?

20. Can you recite the IHS Mission?
21. Do you know the IHS Director's Priorities?
22. What inspires you to succeed every day?
23. What is the most meaningful part of your job?
24. Do you have enough support from your respective leadership for the revenue cycle? If not, what is lacking or can be improved?
25. If you were in charge of strategic planning for your organization, what changes would you make?
26. Hypothetically, if you were to quit tomorrow, what would your reason be?
27. Do you feel valued at work by your peers?
28. Do you feel valued at work by your manager?
29. If you were given the chance again today, would you reapply for the job you currently have? What is the reason?
30. Is there anything else you would like us to know?

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