

## **RBS ADVANTAGE REPORT**

May, 2018



### What's Good for the Employee is Good for the Company... In the Long Run By Dan Moore

I've made this statement for years. Easy to say, sometimes hard to practice. What exactly do I mean anyway? It means that I may need to put the needs of employees ahead of company initiative. For example, we are in a tremendous growth mode and actively recruiting great people. Yet, simultaneously, we just completed a resume training with the entire team; even more crazy, we encouraged them to visit Indeed.com and apply for other jobs - while we are trying to hire! The result: we encouraged a higher employee turnover rate. Team members moved on to be EMTs, social workers, Southwest Airlines gate agents, YMCA



volunteers, and managers/supervisors for other healthcare companies. Does that sound a bit unconventional? My goal has always been to make someone so

promotable or so passionate that they pursue their own dreams... not just RBS's dreams. Of course, I always hope to promote them internally, but sometimes a position is not available here. If they can be more motivated or do better financially elsewhere, how could I stifle them? Sure, it stings and may force us to scramble in the short term. But in the long run, we know we can handle it. Our core processes and policies remain in place to ensure that our service level never falters. And those who remain at RBS often find that there are new opportunities available when their coworkers move on. It's a natural cycle that ensures that those who are passionate about our values and our cause will rise to the top. Our values drive our structure and have produced phenomenal results. Our clients can rest

assured that we have such a strong bench strength that even if their daily point of contact changes, the transition will be seamless for them, and for their patients. The core people have been here 5, 7, and 10 years. Our company is stronger by treating others as we want to be treated. I would welcome your feedback if you ever worked with RBS. Where are you contributing

now? I'd love to hear where life's journey has taken you. I appreciate your time and encourage you to look at things in the long run. Wishing you all the best of health!

~Dan

Interested in joining our team? Click here to see current job openings.



today for more information!

# We're excited to introduce one of the newest members

Meet Trip!

of our team, Trip Leasure! Trip joins us as our new Vice President of Project Development. In his role, Trip will oversee the building and maintenance of not only our own cancer centers, but will also consult on special projects for clients. As a cancer survivor who needed daily radiation treatment, Trip has a special connection to our mission.

"Keeping projects on schedule is important to me, because I know that every lost day means a day that a patient is not able to receive treatment." Trip is a retired Navy officer with over 22 years of experience in the Navy's Nuclear Power program. His background brings a unique experience in safety,

operations, maintenance, and planning to the company. Thinking about building a new cancer program? We can help! From oversight of the building process, to strategy and management, RBS has the solution for you. Contact us

Which of These Guys

# Things are getting pretty crazy in the RBS office as we are gearing up for our

Should Get a Pie in the

for Life! Team members voted on the coworker they would most like to see sporting a face full of meringue!

annual Penny War to benefit the Relay

Greg Merrill Dan Moore Trip Leasure

Our top five contenders are:

Robert LoBue We are voting with our donations: the person whose jar has the most money gets a pie in the face after our staff

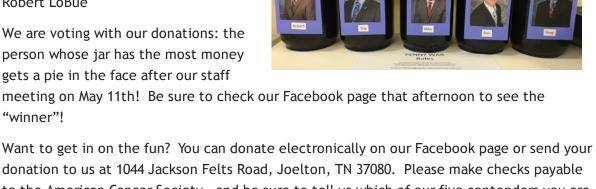
"winner"!

Mike Bauer

Face?

to the American Cancer Society - and be sure to tell us which of our five contenders you are voting for! Entries must be received by May 10, 2018.

Above from left: Greg Merrill, Dan Moore, Trip Leasure, Mike Bauer, Robert LoBue





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optimization services, and new cancer center development.

#### June 16 - 21, 2018 Austin, TX Mike Bauer will be in attendance.

**Upcoming Meetings:** 

Will you be at any of these events? If so, please come by and visit the RBS team!

**HFMA Annual Conference** June 24 - 27, 2018 Las Vegas, NV

Have you heard our new podcast? Join host Josh Ledbetter for "Care Connection by RBS" featuring advice and education for cancer patients to reduce their financial anxiety. Be sure

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Episode 1: "Personal Health Records" show notes are now available on our website.

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