

# FINDING THE RIGHT CULTURE

FOR A

# REWARDING CAREER

A Guide for Registry and Data Quality Professionals



**RegistryPartners**

DATA ABSTRACTION / REGISTRY MANAGEMENT / CONSULTING

# Healthcare and the Burnout Factor

You may have entered the healthcare profession because it is a growing and stable field, and, more importantly, because of your passion for improving the delivery of healthcare and truly making a difference in the lives of patients you serve. The demands on healthcare professionals continue to increase due to standards that require demonstration and documentation of quality, efficiency, patient outcomes, and other key metrics.

*Many healthcare or hospital employees feel they work in a pressure-filled atmosphere with little reward.*

You may have also noticed others around you — maybe even your direct supervisor or administrators — do not fully understand data abstraction, reporting guidelines, or the specialized skill set this type of work requires. Without an understanding of your role, it's hard for managers to provide appropriate support or recognize potential growth opportunities.

## Finding *Fulfillment*



**How can you build a rewarding career and find a supportive culture that leads to long-term job satisfaction?**

We've developed this e-book to help you assess the factors that may impact your quest for a fulfilling career in this field of work.

Take a few minutes to read this guide and use the information to evaluate your current organization or potential new job opportunities.



# Finding the Right Culture

Do you wake up and look forward to your work, or do you count down the days until the weekend? Do you feel a sense of ownership in your current organization? The way you answer these questions tells a lot about your organization's culture.

For many people, working in a culture that is a good fit is more important than compensation or a defined career ladder. Consider what is important to you and make a list. [Listen to Registry Partners' team members share](#) how finding the right culture has helped them succeed both personally and professionally.

If you are considering a career change, investigate an organization's culture by reviewing their website and social media posts, talking to current employees, and asking questions about the culture during the interview process.

## Three important components of a company's culture include:

### Support

Do co-workers and managers offer support for employees by welcoming questions, having an open door, and sharing useful skills and knowledge?

### Flexibility

Does the company offer flexibility in work schedules or a work-from-home option? If work can be completed outside of the traditional 9 to 5 business hours, it can help parents better manage child care, attend school functions, and meet other family obligations and responsibilities.

### Encouragement

Are employees encouraged to take on new projects or responsibilities, supported with continuing education opportunities, or offered advancement opportunities? Is there someone who can help serve as a mentor figure when needed?



# Creating a Career Path



Many hospitals are great at offering career advancement for traditional clinical roles, such as nurses or therapists. However, they may have neglected developing career path opportunities for less traditional jobs in departments such as **Quality Improvement** or **Cancer Registry**.

**Here are three important factors that contribute to career advancement:**

## 1 Performance Reviews With Goals

Companies who are serious about career growth not only conduct annual performance reviews, but structure them in a way that the employee and manager set goals to help the employee strengthen skills during the coming year.

## 2 Continuing Education

Does your workplace or manager encourage continuing education with policies like paid time off for attending conferences or webinars? Many professional organizations offer various continuing education tools and events. Learning about new advancements or changes in your field is not only essential for top job performance, but can also offer motivation and a renewed sense of energy.

## 3 Advancement Opportunities

Employees who demonstrate that they have mastered skills and are willing to take on new responsibilities should be offered a chance to advance to a new position or role. Become familiar with the organizational structure in order to see potential opportunities for future advancement.



# The Importance of Stability

## Contractor or Employee?

Many registry or data abstraction companies have professionals who work as independent contractors instead of employees. Weigh the pros and cons of each option. For example, contractors are responsible for their own liability insurance, must pay self-employment taxes, and may miss out on other notable benefits.

## Do the Hours Add Up?

A consistent salary is important to help you budget and make financial plans. If you will be working as a contractor, it's important to find out if you will consistently be given 40 hours of work each week if full-time or a consistent work schedule if part-time. In addition, some contractors are not paid for administrative tasks, such as checking emails, and may not receive paid time for travel hours or reimbursement for travel expenses.

## Will I Have Benefits?

Health insurance, paid time off, and a retirement plan are all important benefits that can add up to thousands of dollars per year. If you are looking at a company that doesn't offer benefits, you'll need to decide if there are other factors that outweigh the value of benefits.

## Is the Company Stable?

Some organizations are in a constant state of flux, cycling through reorganization, layoffs, and a high rate of turnover due to employee dissatisfaction. Other companies have established a solid growth pattern and have a high rate of employee retention. Don't shy away from investigating employee satisfaction and turnover rates.



*"Registry Partners has given me the ability to be a better mom, not only by being more involved with my kids, but I've also been able to show my daughter you can be a strong mom as well as have a career."*

**Crystal McDaniel**

Vice President of Accreditation Services  
Oncology Services Division, Registry Partners



**Learn more about  
Crystal's story**

## A Company Where Employees Come First:

# Registry Partners

You may think it's rare to find a stable company that offers a supportive culture and opportunities for growth and advancement. Registry Partners is changing that trend with an employee-first model. **We understand that when employees are well supported and find work fulfilling, our customers reap the rewards of excellent service.**

A few of the things that make Registry Partners stand out in the healthcare registry and data quality field include:

- Team members are employees, not contractors.
- Full-time employees are guaranteed full-time work.
- Flexible scheduling means you can have a career that provides a work-life balance with flexibility for family needs and obligations outside of work.
- Benefits include health insurance, life insurance, short-term disability, retirement plan, paid time off, continuing education support, paid travel, and more.
- A supportive culture with opportunities to grow and advance.



## What We Offer

Registry Partners offers rewarding careers for data abstractors, cancer registrars, quality improvement professionals, project managers, and more. [View our current job openings](#) or email a member of our Clinical Resources Team at [careers@registrypartners.com](mailto:careers@registrypartners.com).



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