

# Applying Business Lessons to HIM

Save to myBoK

by Wendy Mangin, MS, RHIA

I recently had the privilege of hearing retired UPS chairman and CEO Michael Eskew speak at a chamber of commerce dinner in my hometown of Vincennes, IN. A native of Vincennes, Eskew graduated from Purdue University with a bachelor's degree in industrial engineering and completed the Advanced Management Program at the Wharton School of Business.

Eskew retired in 2007 after a 35-year career at UPS. He now serves on the president's export council and a number of corporate and foundation boards.

## Keys for Business, Personal Success

Speaking on how business can succeed in today's changing environment, Eskew noted that "success isn't defined by how much you make, but by what good you can accomplish." He explained that the rapid pace of globalization changed the way UPS operated its business, which now has more planes flying outside the US than within it.

He emphasized that like it or not we live in a much different world than the one most of us grew up in. The needs of businesses are changing as the world is changing, and to succeed, companies need to adapt, learn more about the world, and accept its diversity.

He offered the following keys to success and noted these not only apply to businesses, but individuals as well:

- Engage in lifelong learning
- Be sensitive to diversity in our society
- Be ethical
- Embrace technology
- Be conversant in other languages

## Embracing Our Diversity

Eskew's remarks were relevant to all segments of the work force, but I found them reassuring as an HIM professional. In our changing environment, we understand the importance of expanding our knowledge base to better prepare for new roles as technology evolves.

We celebrate the growing diversity of the HIM work force. AHIMA's House of Delegates approved a diversity resolution last September, and state and national leaders are exploring ways in which diversity can be woven into everything we do.

System changes have been incorporated in the nominating process to foster inclusiveness at the national level. Diversity was incorporated in AHIMA's report to the state associations and the annual survey of component state associations.

This year an assessment of the FORE scholarship program will evaluate the opportunities for students, as well as personal or professional characteristics currently underrepresented in the HIM profession and HIM faculty, with the goal of seeking additional funding where needed.

HIM professionals have long understood the importance of ethical behavior, as evidenced by our living code of ethics. This is so critical in our field, and our members live it daily in their jobs. This month the House of Delegates will vote on a revision to the Standards of Ethical Coding (for more information, see the State Leader and House of Delegates Community of Practice at [www.ahima.org](http://www.ahima.org)).

Technology is evolving rapidly, and we must embrace it, learn it, become proficient in it, and teach others how to use it. We can be powerful role models to other healthcare professionals in driving the technology movement.

We can all learn something valuable from a successful leader like Michael Eskew. HIM standards are no longer unique to one role or one country. It is a time of great change and great opportunity.

**Wendy Mangin** ([wmangin@gshvin.org](mailto:wmangin@gshvin.org)) is director of the medical records department at Good Samaritan Hospital in Vincennes, IN.

---

**Article citation:**

Mangin, Wendy L. "Applying Business Lessons to HIM" *Journal of AHIMA* 79, no.9 (September 2008): 8.

---

**Driving the Power of Knowledge**

Copyright 2022 by The American Health Information Management Association. All Rights Reserved.