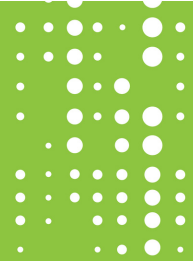


Life@ZOTEC



Karen Sanderson

*Director, Coding
Operations, Anesthesia*



This week, we're honoring the team members who make our Clients a priority every day. These extraordinary individuals understand that being brilliant at the basics and following through on our commitments is the key to expertly serving our Clients and letting them do what they do best – taking care of patients.

Hi, Karen! Can you share a little bit about who you are and what you do at Zotec?

I am the Director of Coding Operations for Anesthesia. My role is professional navigator. If you have ever been to Carmel, you know they love their traffic circles. The coding department is a giant traffic circle, except instead of 2 lanes, there are about 50 lanes coming from all directions. It's rush hour all day, every day, and as Coding Directors, our job is to keep traffic flowing smoothly. (Coding directors have had many traffic circle adventures in Carmel. 😊)

How long have you been with Zotec, and how have you seen our company transform over the years

I joined Zotec as part of an acquisition about 9 years ago and had been with that company since 1998. That's a combined service of over 23 years. Wow, does time fly. The most obvious transformation has been the technology. I remember the days of file cabinets and storage boxes as far as the eye could see. Oh, the dread of knowing you had to dig for an EOB. Even our coding books are online now, and all combined in one resource. No more flipping through multiple books to complete a chart. The technology has allowed us to meet face-to-face with our co-workers across the country which has really expanded our opportunities to collaborate and engage with each other.

How has our focus on the Client evolved?

At Zotec, it's so much more than just processing claims for the Client. It's a culture of ownership and advocacy. Whether it's working to effect legislation that will impact our Clients or educating providers on best practices for documentation, or Pam Linton in Corporate Coding challenging the ASA or CPT on code changes or CCI edits, there is a real passion running throughout the company to champion the causes and protect the interest of our Clients.

How do our teams across Zotec work together to take care of our Clients?

It's teamwork from Day 1 beginning with Implementations. They bring all the teams together to make sure each step in the process is working for a successful launch. My department's focus is coding, but we realize that our actions and processes create a ripple effect that impact multiple teams. Working in coordination with Amanda in Charge Entry exemplifies that teamwork. We each have our own priorities and objectives, but we communicate daily to ensure we are achieving the best result for the Client. That cooperation produces positive gains for both teams.

How do you personally work to ensure our Clients have what they need to be successful?

I try to approach each situation with 'how can I help?' and 'where can I add value?' Coding is about the details, but my previous roles as office manager and CSM help me see the big picture also. I recently volunteered to be the point of contact for one of our larger anesthesia Clients to streamline their ticket correction process. The physicians call or email me their corrections and I coordinate with the other teams involved to make sure they are resolved timely. Client relationships are a priority so rather than asking 'why me', I say 'why not me'. I can add value.





The Coding Team is a tight-knit family. What drives that culture and brings so many virtual team members together in such a special way?

It starts with our leader, Kathy Gibson. She has created a family where we are empowered and each one is valued. Our team of coding directors inspire and challenge me, support and encourage me. My anesthesia coding team stretches from Michigan to Florida to California. We have some approaching retirement and others at the beginning of their professional career and all stages in between. We are very diverse in our experiences, but we all share a common pursuit of excellence.

We use the words Innovator, Collaborator & Doer when describing our employees. How does that translate into the work you do?

Innovation is key for us. We are always looking for ways to improve efficiencies in our current environments while also working to create new and improved environments.

Collaboration is where the magic happens. I have been collaborating with the Data Integrations team over several months and we have had some big wins for our Clients. We have been able to reduce issues for a couple of Clients by getting more documentation on the front end. We have also produced big wins for other teams by eliminating some manual processes and cutting several days off the “DOS to posting” time for another Client.

Lastly, coders are doers. By the very nature of our job, we get research, get answers, problem solve. We often think everyone must have a sign that says ‘when in doubt, send it to coding.’ 😊 But that is a compliment. We get things done.

Last question ... what's one word you would use to describe Zotec?

Inspirational. If you take a step back and look at the big picture, it's quite amazing. How all these many teams work in concert together and what we are able to accomplish each day. Then there is the passion for community service, charitable giving, and mentoring. The way our leadership, rather than just trying to navigate through the pandemic, stepped up to say how can we help? Where can we add value? My Zotec family is truly a source of inspiration.

Karen is a Director, Coding Operations, Anesthesia at Zotec Partners. When she's not chasing down answers for our Clients and mentoring team members, she's focused on family and faith. She lives in rural Alabama and her children and grandkids are her pride and joy. She loves taking long road trips with her husband, Brian. They enjoy fishing, four wheeling and football (Roll Tide). She sings with the Praise Team at her church where she has also served as Treasurer for the last 15 years.



Inspired to become a part of Team Zotec?
Check out [our current openings!](#)