2018 Client Experience Summit
Science Inspiring Performance

July 17-19, 2018
Salt Lake City, UT

Preliminary Agenda

Please note that the agenda is subject to change
June 1, 2018
Monday, July 16
5:00-7:00 P.M. Registration Open

Tuesday, July 17
7:00-7:55 A.M.
Networking Breakfast (Registration Open)

8:00-8:10 A.M.
3M Health Information Systems Welcome (GS1)
Mike Ristau, Senior Vice President Strategy, International, Marketing, and Business Alliances and Robert Trocchi, National Sales Manager, 3M Health Information Systems

8:10-8:30 A.M.
TBD (GS2)
Mark Colin, President, 3M Health Information Systems

8:30-9:45 A.M.
Big Potential: How Transforming the Pursuit of Success Raises Our Achievement, Happiness, and Well-Being (GS3)
Michelle Gielan, National CBS News anchor turned positive psychology researcher and bestselling author.

9:45-10:15 A.M. Break and Meet and Greet with Shawn Achor and Michelle Gielan

10:15-11:00 A.M.
3M HIS - Telling Our Story (GS4)
Mike Ristau, Senior Vice President Strategy, International, Marketing, and Business Alliances, 3M Health Information Systems

11:00-11:20 A.M. TBD (GS5)
Anthony Carrozzella, Senior Vice President, Revenue Cycle, Sales and Client Care and Mike Dolezal, Ph.D., Technical Director and Chief Technology Officer, 3M Health Information Systems

11:20-12:00 P.M. Tech Talk: Leveraging the Cloud - Services, Security, and Capabilities (TT1)
Mike Dolezal, Ph.D., Technical Director and Chief Technology Officer

12:00-1:00 P.M. Lunch

1:15-2:15 P.M.
Breakouts and Training Tracks (Pick one)
- FAQs for Interventional Radiology CPT Coding (A01)◆◆
- CDI Shared Governance: Improving Outcomes through Collaboration (A02)◆◆
- You Need How Many Coders? Developing a Case for a Coding Staffing Model for your Modern-Day Work Force (A03)
- Are You Using the 3M System to the Fullest? (A04)
- 3M™ Health Data Management (HDM) - System Management Training (A05)
- Exploring Single Path Coding (A07)
- Looking at the Future of Accountable Care (A08)
- Fast Track: Architecture and Dataflow (A09)

2:30-3:30 P.M.
Breakouts and Training Tracks (Pick one)
- CVS – It’s Not Just a Pharmacy Anymore (B01)◆◆
- CDI Revitalization: New Start, New Leadership, New Education (B02)◆◆
- 3M Productivity Reporting Drives Innovative Workforce Management with HDM and 3M™ 360 Encompass™ System (B03)
- Process Improvement and Change Management (B04)
- Denial Prevention and Quality Improvement Using Data Integrity Edits (B05)
- Driving Coding Automation and Success with the CodeMonitor Dashboard (B06)
- Leaving the Profess Stone Age - How Three Progressive Organizations are Bringing their Professional Coding into the 21st Century (B07)
- Navigating Value-Based Purchasing with Providers (B08)
- Fast Track: Updating 3M 360 Encompass (B09)

3:30-4:00 P.M. Break

4:00-5:00 P.M.
Innovative and Emerging Tech Breakouts (Pick one)
- 3M and Cerner: Continuing to Create Connections (I01) REMOVED
- Best Practices from the Front Lines: Baylor Scott & White Health on implementations with Epic, 3M 360 Encompass and 3M™ 360 Encompass™ MD System (I02)
- Automated Prioritization in a Value-Based World (I03)
- What’s Within the Realm of Possibility? Expanding CDI to Support Documentation of HCCs (I04)
- Leveraging NLP to Collect Unstructured Data Efficiently and Use It Effectively (I05)
- Improving Emergency Dept. Coding and Charge Capture with NLP (I06)
- 3M 360 Encompass Self-Service Reporting (I07)
- Expanding Into Patient Safety and Quality (I08)

5:10-5:30 P.M. Tech Talk: Securing and Protecting Patient Data (TT2)
Nate Wilkey, Chief Information Security Officer, Data Security

5:30-5:35 P.M. Introduction to Science Fair

5:35-6:00 P.M. Break

6:00-9:00 P.M.
3M Science Fair and Reception (GS7)
Wednesday, July 18

7:00-7:55 A.M.
Networking Breakfast - Registration
and 3M Science Fair Open

8:00-8:10 A.M.
Opening Remarks (GS10)
Robert Trocchi, National Sales Manager, 3M Health Information Systems

8:10-9:10 A.M.
Wellmark’s Network and Value Based Payment Strategy (GS11) Mike Fay, Vice President, Health Networks and Innovation, Wellmark Inc.

9:10-10:10 A.M.
3M and Verily: More Than Just Analytics (GS8) Jason Burke, Vice President, Data Informatics 3M Health Information Systems

10:10-10:45 A.M.
Break – 3M Science Fair Open

11:00-12:00 P.M.
Breakouts and Training Tracks (Pick one)
• Insightful Tips from Nosology on Complex Coding Dilemmas (C01) ●●
• Game Changer: Allegheny Drives Performance with Actionable Data (C02) ●
• Innovative Strategies for CDI and Coding for Improved Quality Performance (C03)
• I Like to Move IT, Move IT: Data Center Moves (C04)
• Trinity Health Leverages HDM Enterprise-wide to Enhance Coding Performance (C05)
• HCCs and the Impact on the Professional Revenue Cycle: How a Large Healthcare System Rose to the Challenge of Improving HCCs and Diagnosis Coding (C06) and (C07)
• Managing Alternative Payment Models (APM) Within a Managed Care Framework (C08)
• Fast Track: User Management and Worklists (C09)

12:00-1:00 P.M. Lunch – 3M Science Fair Open

1:15-2:15 P.M.
Breakouts and Training Tracks (Pick one)
• 2018 CPT Coding Updates for Interventional Radiology and Cardiology (D01) ●●
• Provider Engagement Drives Quality Outcomes at Tampa General (D02) ●
• Quantity vs Quality: A HIM Balance Paradigm (D03)
• 360 Encompass CDI Prioritization – Project Implementation, Approach and Considerations (D04)
• HDM: A Bridge for Improved Workflow and Communication (D05)
• Maximizing CodeAssist Within Your Organization – Practical Examples You Can Use Every Day (D06)
• Improving Professional Coding Productivity and Accuracy (D07)
• The Intersection of Behavioral Health, Primary Care, and Value Based Care (D08)
• Fast Track: 3M 360 Encompass Management Applications (D09)

2:30-3:30 P.M.
Breakouts and Training Tracks (Pick one)
• Nosology Coffee Talk (E01) ●●
• Query Response: The Journey Which Led to Unbelievable Results (E02)
• Why Can’t We Be Friends? A Collaborative Workflow Approach to the PSI Review Process between Coding and Quality Teams (E03)
• What’s Good for the Physician is Great for the Patient: Modernizing Clarification Workflow via 360 Encompass MD (E04)
• Preventing Coding Denials Using ARMS (Amb. Rev. Mgt. Sys.) (E05)
• Proactive Customer Support and Coding Analyst Practices for Your Organization (E06)
• Outpatient Single Path Coding (E07)
• Using NLP to Call Out Social Determinants of Health (E08)
• Fast Track: Maintenance and Troubleshooting (E09)

3:30-4:00 P.M.
Break – 3M Science Fair Open

4:00-4:20 P.M.
Tech Talk: Natural Language Processing – Opportunities for Healthcare Improvement (TT3) Toby Hable, NLP Software Development Manager

4:20-4:30 P.M.
Closing Remarks (GS12)
Robert Trocchi, National Sales Manager, 3M Health Information Systems

4:30-5:00 P.M.
Break

5:00-5:15 P.M. Load Buses and Travel to Venue

6:00-10:00 P.M.
Awards and Celebration Dinner (GS10)
Thursday, July 19

7:00-7:55 A.M. Networking Breakfast

8:00-8:10 A.M.
Opening Remarks and Event Wrap-Up (GS13)
Robert Trocchi, National Sales Manager, 3M Health Information Systems

8:10-8:50 A.M.
The Rough Climb to the Hill: Where is Health Care Headed Beyond 2018? (GS14)
Megan Carr, Vice President of Regulatory and Government Affairs, 3M Health Information Systems

9:00-10:00 A.M.
Breakouts and Training Tracks (Pick one)
- Revenue Cycle Management: Partnership for an Integrated and High Performing Coding Operation (F01)
- Are You Questioning My Judgment? Concurrent Clinical Validation Queries (F02)
- Navigating Coding and IT Complexities: A Journey with Banner Health and 3M 360 Encompass -- Benefits, Successes, and Challenges from Coding and IT (F03)
- Advanced Troubleshooting for 3M 360 Encompass (F04)
- HDM Training - Create and Manage Worklists in v. 5.5.2 (F05)
- CodeAssist User Group Meeting and Discussion (F06)
- Clinic Coding with ProMonitor Direct-To-Bill (F07)
- 3M and Verily: What's Our Plan for Health Plans? (F08)
- Fast Track: 3M 360 Encompass Certification Exam Review (F09)

10:15-10:45 A.M. Break

11:00-12:00 P.M.
Breakouts and Training Tracks (Pick one)
- Cultivating Coding Integrity through Data Analytics (G01)
- Re-defining Provider Response: What is Meaningful? (G02)
- Reimagine and Reengineer: A CDI/Coding "Win-Win" with 3M 360 Encompass CDI, CAC and MD (G03)
- 3M HIS Security and Privacy Deep-Dive (G04)
- HDM Training - Maintaining Effective Reports and What's New in v. 6.0 (G05)
- NLP Technology Working to Improve Coding for your Business (G06)
- 3M 360 Professional Voice of the Customer, Client Feedback and Product Roadmap Review (G07)
- Improving Performance and Achieving Real Results with 3M™ Performance Matrix Platform (G08)
- 3M 360 Encompass System Administrator Certification "Fast Track" Exam (G09) and/or Health Data Management Certification Exam (G10)

12:00 P.M. Box Lunch To-Go
Session Index By Theme

Coding and Reimbursement Systems Track
- FAQs for Interventional Radiology CPT Coding (A01)  
- CVS – It’s Not Just a Pharmacy Anymore (B01)  
- Insightful Tips from Nosology on Complex Coding Dilemmas (C01)  
- 2018 CPT Coding Updates for Interventional Radiology and Cardiology (D01)  
- Nosology Coffee Talk (E01)  
- Revenue Cycle Management: Partnership for an Integrated and High Performing Coding Operation (F01)  
- Cultivating Coding Integrity through Data Analytics (G01)  

Clinical Documentation Improvement Track
- CDI Shared Governance: Improving Outcomes through Collaboration (A02)  
- CDI Revitalization: New Start, New Leadership, New Education (B02)  
- Game Changer: Allegheny Drives Performance with Actionable Data (C02)  
- Provider Engagement Drives Quality Outcomes at Tampa General (D02)  
- Query Response: The Journey Which Led to Unbelievable Results (E02)  
- Are You Questioning My Judgment? Concurrent Clinical Validation Queries (F02)  
- Re-defining Provider Response: What is Meaningful? (G02)  

3M 360 Encompass Management Track
- You Need How Many Coders? Developing a Case for a Coding Staffing Model for your Modern-Day Work Force (A03)  
- 3M Productivity Reporting Drives Innovative Workforce Management with HDM and 3M 360 Encompass (B03)  
- Innovative Strategies for CDI and Coding for Improved Quality Performance (C03)  
- Quantity vs Quality: A HIM Balance Paradigm (D03)  
- Why Can’t We Be Friends? A Collaborative Workflow Approach to the PSI Review Process between Coding and Quality Teams (E03)  
- Navigating Coding and IT Complexities: A Journey with Banner Health and 3M 360 Encompass -- Benefits, Successes, and Challenges from Coding and IT (F03)  
- Reimagine and Reengineer: A CDI/Coding "Win-Win" with 3M 360 Encompass CDI, CAC and MD (G03)  

3M 360 Encompass IT Track
- Are You Using the 3M System to the Fullest? (A04)  
- Process Improvement and Change Management (B04)  
- I Like to Move IT, Move IT: Data Center Moves (C04)  
- 360 Encompass CDI Prioritization – Project Implementation, Approach and Considerations (D04)  
- What’s Good for the Physician is Great for the Patient: Modernizing Clarification Workflow via 360 Encompass MD (E04)  
- Advanced Troubleshooting for 3M 360 Encompass (F04)  
- 3M HIS Security and Privacy Deep-Dive (G04)  

Health Data Management Track
- HDM Training - System Administrator Training (A05)  
- Denial Prevention and Quality Improvement Using Data Integrity Edits (B05)  
- Trinity Health Leverages HDM Enterprise-wide to Enhance Coding Performance (C05)  
- HDM: A Bridge for Improved Workflow and Communication (D05)  
- Preventing Coding Denials Using ARMS (Amb. Rev. Mgt. Sys.) (E05)  
- HDM Training - Create & Manage Worklists in v. 5.5.2 (F05)  
- HDM Training - Maintaining Effective Reports & What’s New in v. 6.0 (G05)  
- Health Data Management Certification Exam (G10)  

Ambulatory Care with CodeAssist Track
- CodeAssist and CodeMonitor Roadmap Review and Input (A06)  
- Driving Coding Automation and Success with the CodeMonitor Dashboard (B06)  
- HCCs and the Impact on the Professional Revenue Cycle: How a Large Healthcare System Rose to the Challenge of Improving HCCs and Diagnosis Coding (C06) and (C07)  
- Maximizing CodeAssist Within Your Organization – Practical Examples You Can Use Every Day (D06)  
- Proactive Customer Support and Coding Analyst Practices for Your Organization (E06)  
- CodeAssist User Group Meeting and Discussion (F06)  
- NLP Technology Working to Improve Coding for your Business (G06)  

3M 360 Encompass Professional Track
- Exploring Single Path Coding (A07)  
- Leaving the Profess Stone Age - How Three Progressive Organizations are Bringing their Professional Coding into the 21st Century (B07)  
- HCCs and the Impact on the Professional Revenue Cycle: How a Large Healthcare System Rose to the Challenge of Improving HCCs and Diagnosis Coding (C06) and (C07)  
- Improving Professional Coding Productivity and Accuracy (D07)  
- Outpatient Single Path Coding (E07)  
- Clinic Coding with ProMonitor Direct-To-Bill (F07)  
- 3M 360 Professional Voice of the Customer, Client Feedback and Product Roadmap Review (G07)  

Performance Management for Health Plans Track
- Looking at the Future of Accountable Care (A08)  
- Navigating Value-Based Purchasing with Providers (B08)  
- Managing Alternative Payment Models (APM) Within a Managed Care Framework (C08)  
- The Intersection of Behavioral Health, Primary Care, and Value Based Care (D08)  
- Using NLP to Call Out Social Determinants of Health (E08)  
- 3M and Verily: What’s Our Plan for Health Plans? (F08)  
- Improving Performance and Achieving Real Results with Performance Matrix (G08)  

System Administrator "Fast Track" Certification!
Although you are welcome to participate in the Fast Track Certification, please note those who registered in advance have already taken pre-requisites through an online portal. If you did not complete the prerequisite material, you are welcome to audit the course but will not have access to the portal materials.

3M 360 Encompass System Administrator “Fast Track” Certification
- Fast Track: Architecture and Dataflow (A09)  
- Fast Track: Updating 3M 360 Encompass (B09)  
- Fast Track: User Management and Worklists (C09)  
- Fast Track: 3M 360 Encompass Management Applications (D09)  
- Fast Track: Maintenance and Troubleshooting (E09)  
- Fast Track: 3M 360 Encompass Certification Exam Review (F09)  
- 3M 360 Encompass System Administrator Certification “Fast Track” Exam (G09)  

Innovative and Emerging Technology Breakouts
- 3M and Omron: Continuing to Create Connections (I00) REMOVED
- Best Practices from the Front Lines: Baylor Scott & White Health on implementations with Epic, 3M 360 Encompass and 3M™ 360 Encompass™ MD System (I02)  
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- 3M 360 Encompass Self-Service Reporting (I07)  
- Expanding Into Patient Safety and Quality (I08)  

3M 360 Encompass System Administrator Certification "Fast Track" Exam Review:
- 3M 360 Encompass System Administrator Certification "Fast Track" Exam Review (G09)
FAQs for Interventional Radiology CPT Coding ❅❖
David Zielske, MD, CIRCC, COC, CCVTC, CCC, CCS, RCC, Founder and CEO of ZHealth Publishing

This session will cover frequently asked questions for cases performed by interventional radiologists. This includes diagnostic imaging such as aortogram and runoffs, peripheral procedures during cardiac catheterizations and diagnostic angiography at the time of intervention. AV circuit interventions will be discussed including those performed at the same time as an open procedure and complex catheter placement coding will be reviewed.

CDI Shared Governance: Improving Outcomes through Collaboration ❅❖
Chris Mathurin, RN, BSN, CCDS, Documentation Quality Coordinator and Jennifer Avery, RHIA, CCS, COC, CPC, CPC-I, BJ Healthcare

The session will detail the historical timeline of our journey to improve quality outcomes, increase provider focused education, and standardize queries over a 13-hospital system. We will describe working with a shared governance model between clinical documentation specialist (CDS) and coding to bring about standardization. Utilization of front-line CDS, coders, and leadership has provided the opportunity to involve front-line staff in important decisions related to their day-to-day operations. The session will provide information on the structure and interrelationship of the teams: CDI/Coding Oversight, Query Team, Analytics Team, Process and Technology Team, Physician Advisor Team, and Education Team. We will demonstrate the importance of CDS and coding collaboration to the success of an enterprise-based program.

You Need How Many Coders? Developing a Case for a Coding Staffing Model for your Modern-Day Work Force
Rachel L. Pratt, RHIT, CDIP, CCS, Inpatient Coding Supervisor and Michelle C. Knuckles, RHIT, Coding & Clinical Documentation Integrity (CCDI), University of Utah Health

With ongoing challenges to keep hospitals financially viable, and the complexities of ICD-10 and today’s remote work force, it’s imperative to get the work done timely AND accurately. Having sufficient full-time-equivalents (FTEs) is critical to success. This session will demonstrate how to take a coding productivity model down to the service line level to be used in support of a business case for an appropriate staffing model, which for the University of Utah meant the need for more FTEs. We will share our journey including benefits, progress to date, and lessons learned.

Are You Using the 3M System to the Fullest?
Tami Barna, RHIA, CPC-H, CRC, CIRCC, Coding System Administrator, Baystate Health Informatics & Technology

If you can’t confidently say ‘yes,’ then it might be time to consider a dedicated 3M liaison in health information management. Make it easier on everyone by designating IT to maintain the software and updates, and let coding managers effectively manage staff.

The 3M liaison maintains tables, performs all coding requests, trains new staff, monitors 3M tickets, requests coding enhancements and ensures all features are being used to the fullest capabilities. It minimizes the day-to-day administrative tasks for the rest of the staff.

There are a few questions you should be asking about your organization.

- Who currently manages 3M for your healthcare facility? IT or Health Information?
- Are you speaking the same language as your Information Technology team?
- Is IT responsible for building and providing reports from 3M?
- Are the reports what you expected? Or should there be someone with a coding background building the report?
- Are new users, access, and changes managed timely?
- Is there someone dedicated to monitor new features, and ensure the information reaches those who need it?

The ability to build and run reports with the knowledge and understanding of coding offers the right results - the first time. Discover how to ease all of the above burdens with a dedicated team member who knows the ins and outs of 3M capabilities, to make your staff more efficient and less frustrated.

HDM Training - System Administrator Training (A05)
Mark Stacey, Business Process Advisory Analyst, 3M Health Information Systems

Join us for an engaging HDM training session to learn how to take full advantage of your 3M HDM system software. Learn best practices for managing your Chapters, Users and User Access Definitions (UADs) in System Editor. Attendees will learn to apply tables and apply updates for the best results.

CodeAssist and CodeMonitor Roadmap Review and Input
Donna Smith, Product Owner and Doug Bradley, Product Manager, 3M Health Information Systems

Join us as we provide updates on CodeAssist, review previous releases, and share insight and clarity into what’s next for the product. Clients will have the opportunity to learn about the product development roadmap, as well as provide feedback on feature and functionality plans.
Exploring Single Path Coding
Heather Taillon, RHIA, System Director, Corporate Coding, Franciscan Health

In this session, Franciscan Health illustrates their efforts to streamline the coding workflow across a multi-facility organization. Franciscan outlines the steps involved in consolidating four acute care regional coding departments and integrating physician practice coding into one Corporate Coding Department. Key attendee takeaways and action items include: system modifications, organizational restructures, policy and procedure development, and workflow redesign.

Looking at the Future of Accountable Care
Kate de Lisle, Senior Associate, Leavitt Partners

In the short time that Accountable Care Organizations (ACOs) have formally been a part of the healthcare landscape, they have grown to cover more than 32 million patients across every state in the country. To better understand current trends and predict future developments in the accountable care community, the National Association of ACOs (NAACOS) and Leavitt Partners collaborated to develop the Annual ACO Survey. During this session, Kate will share an overview of the landscape and key learnings from the survey, specifically discussing how quickly ACOs assuming risk, in what ways they are changing care delivery, major opportunities and challenges for the future of the movement.

3M 360 Encompass System Administrator Certification “Fast Track” Architecture and Dataflow
Kent Hansen, CCP-V & CCEE, 360 Encompass Technical Trainer and Adam Rhodes, 360 Encompass Technical Trainer, 3M Health Information Systems

In this session, discover the backend that makes 360 Encompass function. We’ll focus on how the product is built and deployed, how data flows through the system. This information would be vital to help in troubleshooting 360.

Tuesday, July 17 - Breakouts and Training Tracks 2:30-3:30 P.M. (Pick one)

CVS – It’s Not Just a Pharmacy Anymore ● ●
Jeanne Day, RHIA, CHAM, Director of HIM & Patient Access and Cathy Testerman, CCS, CCDS, Manager of Coding and Clinical Validation and Sydney Neblett, CCS, Coding and Clinical Validation Informatics Specialist, Greater Baltimore Medical Center

At Greater Baltimore Medical Center (GBMC), traditional CDI and Coding roles have been integrated. This has resulted in the creation of Clinical Validation Specialists (CVS). In this session, GBMC will share their CVS implementation journey, which includes; redesign of roles and job descriptions and the workflow process and training for the implementation of clinical documentation validation. CVS’s perform concurrent coding and ensure provider documentation is supported by the patient record. Learn first-hand about a successful CVS implementation, and how integration made this possible.

CDI Revitalization: New Start, New Leadership, New Education ▶
Amy Steele, RN, BSN, CDI Manager and Deborah O’Konek, RN, BSN, CDI Team Lead, Palmetto Health

This is a continuation of last year’s session to refresh CDI at Palmetto. Our program had become very stagnant. Our management was unengaged, which led to unengaged CDI. Staff was not understanding reports and/or realizing reports weren’t correct. 3M came to visit for 2 days to make sure we understood our reporting capabilities and we had correct validation.

A 3M education contract was approved, and we will share more on the learnings of this educational opportunity once the project is complete. From demos we’ve seen, transitioning from R1 to R2 has seen huge benefits, as reporting is so easy with the ability to drill down into the MD chart. R2 training started in October of 2017.

We will share the ups and downs of this project as we made the big transition.

A few key highlights of R2 include:

- Expanding reviews to include mortality, HACs, PSIs.
- MD Education started Summer of 2017, update on how that is going
- We’ll provide data on how the revitalization enhanced our program in FY17
- Continue to have face to face time with MDs as we increase verbal queries and get answers documented in the PN and not just the query form.

3M Productivity Reporting Drives Innovative Workforce Management with HDM and 3M 360 Encompass
Pamela Oxley, RHIT, CCS, CHPS, Assistant Director HIM – Revenue Cycle, Desert Springs Hospital, Claudia Escobedo, RHIT, Coding Manager – South Texas Health System and Wannetta Edwards, MS, RHIA, FAHIMA, Manager, Information Services, Universal Health Services, Inc
This session will describe how coder productivity reports are a key component to workforce management, employee accountability, and standards achievement. UHS reengineered coding and charging productivity reports to ensure appropriate metrics are used to measure output and complexity on summary and detail levels. Using the 3M productivity data from HDM and 360 Encompass as input to an advanced staffing model, UHS facilities are able to more accurately track staffing requirements, throughput and efficient revenue cycle management. The presentation will outline 3M 360 Encompass report logic as well as demonstrate innovative staffing model techniques in two multi-facility organizations.

Universal Health Services, Inc. (UHS) commitment to "Continuously improve services and measure progress" in 26 acute care facilities, is supported by the advanced reporting tools within 3M Health Data Management (HDM) and 3M 360 Encompass System (CAC).

**Process Improvement and Change Management**

Jean Laurain, 3M 360 Encompass Certified System Administrator, Application Consultant and David Berry, Clinical Application Specialist II, Trinity Information Services, Trinity Health

Trinity Health has three HDM installations, two of which are built at an Enterprise level. We also have 13, 360 Encompass installations of which three are built at an Enterprise level. Our customer base crosses four-time zones, three domains and is supported by eight analysts.

This session will dive into the details on how we improved processes and successfully achieved change management:

- **Process improvement HDM workflow changes:**
  - HDM chapter and field reduction
  - Worklist standardization through consolidation
  - RepCore scheduling to maximize performance

- **Process improvement 360 CDI workflow changes:**
  - Configuration standardization
  - Worklist standardization
  - Rolling out new functionality (i.e. CDI Priority work lists, introduction of new clinical documents)

- **Change Management:**
  - Hotfixes
  - Server maintenance (MS patches, monthly and weekly reboots)
  - Application of updates and validation coordination
  - Business partner vs application owner approval
  - Resource coordination
  - Plan of attack
  - Communication to business partners and end users

**Denial Prevention and Quality Improvement Using Data Integrity Edits**

Suzanne Forrest, MS, RHIA, CCS, CCS-P, System-Wide Director HIM Coding and Sarah Wotruba, Senior Systems Analyst, Sharp Healthcare

Sharp Healthcare, a large multi-system healthcare organization in San Diego, California, will share their experience implementing data integrity edits. With today’s highly regulated payer environment, Sharp Healthcare has taken advantage of this feature to prevent denials, meet payer requirements, submit cleaner data for reporting and assure Audit Expert is triggered and reviewed.

In this session, you will get an in depth look as to how you can use the 3M Data integrity edits to work for your organization.

**Driving Coding Automation and Success with the CodeMonitor Dashboard**

Terri Nelsen, RHIA, CCS-P, CPC, Professional Coding Manager, Nebraska Medicine; Doug Bradley, Product Manager, 3M Health Information Systems

How are clients using the CodeMonitor E/M workflow to automate coding productivity? And what financial benefits are they realizing? The team from Nebraska Medicine shares their experience in launching and using CodeMonitor for automating E/M coding direct to bill. Through their experience clients can understand how CodeMonitor could improve accuracy, compliance and time savings in their coding workflow. The 3M product team will also dive into CodeMonitor functionality to share details on how the system can be customized and automated for your organization. You’ll learn how to run multiple note evaluation rules that increase accuracy and efficiency, and how to leverage hierarchical condition category (HCC) evaluation functionality. We’ll also share other use-cases on data filtering capabilities.
Leaving the Profess Stone Age - How Three Progressive Organizations are Bringing their Professional Coding into the 21st Century

Panel: Cassi L. Birnbaum, MS, RHIA, CPHQ, FAHIMA, System-wide Director of HIM and Revenue Integrity, UC San Diego Health; Catherine Porto, MPA, RHIA, CHP, Executive Director HIM, University of New Mexico Hospitals; Laurie McDonald, Service Line Director, and Tessa Grant, Coding Manager, Roper St. Francis Healthcare, Physician Network

Healthcare organizations are seeing more clearly the inefficiencies of outdated professional fee coding workflows and technology. The disconnect from facility coding further aggravates the issues resulting in redundant workflows, compliance risk, missed revenue and billing inefficiencies. In this session, three progressive organizations share their successes and how they overcame roadblocks on their journey to expanding 360 Encompass technology into their Professional Fee coding. Presenters will explore the impacts on quality, productivity, compliance, revenue and population health. As well as system interfaces and unifying the organizational structures between their coding departments.

Navigating Value-Based Purchasing with Providers

Rick Kresinske, Director of Reporting and Data Analysis, Empire BlueCross BlueShield

At the heart of a Value-Based Program (VBP), is the concept that an alternative payment arrangement between a provider and a managed care organization can change how care is incentivized, and thus delivered. Improvements realized from changes in care delivery can be seen as near-term as a year, but can show greater results after 2-5 years of engagement.

This means the opportunity to:
- Impact risk scores by including risk adjustment into the VBP calculation
- Focus on outcomes-based measures that truly measure changes in how care is being delivered (versus process-based measures)
- Reduce excessive and avoidable spend attributed to patients with persistent high needs
- Engage with the provider in a more meaningful way to impact a member’s health, particularly at the point-of-care

The VBP program is only successful through provider collaboration and data exchange. These targeted activities help drive success across improvements in membership and clinical indicators.

3M 360 Encompass System Administrator Certification "Fast Track" – Updating 3M 360 Encompass

Kent Hansen, CCP-V & CCEE, 360 Encompass Technical Trainer and Adam Rhodes, 360 Encompass Technical Trainer, 3M Health Information Systems

Want to perform better updates with less downtime? This session will focus on the four P’s of a successful 360 Encompass update: Plan, Prepare, Perform, and Post-update validation. We’ll be covering the System Update Tool with System Manager and be sharing best practices.
3M and Cerner: Continuing to Create Connections

Lisa Block, Strategic Business Development Manager, and 3M Panelists: Lisa Meredith, Facility Coding Business Manager, Troy Kennedy, Director, Client Technology, Fred Anderson, Sales Development and Kyley Jex, Software Architect, 3M Health Information Systems

Is your organization using 3M and Cerner technologies? This session is for you. Join us to hear the latest on the 3M and Cerner partnership and integration. We'll provide an overview of 3M Connections, and highlight best practices to make the most of your 3M and Cerner technologies. This session will also feature a Q&A session with 3M's Cerner SMEs.

Best Practices from the Front Lines: Baylor Scott & White Health on implementations with Epic, 3M 360 Encompass and 3M™ 360 Encompass™ MD System

Baylor Scott & White Health’s Steven Kos, MHA, RHIA, Director Information Services, and Colleen Reedholm, Technical Team Lead – RCIS HIM, and 3M Health Information Systems’ Arvind Rao, Project Manager, and Lisa Walsh, MPH, Senior Implementation Consultant

Implementing 3M 360 Encompass and 3M 360 Encompass MD along with Epic? Whether you are reimplementing 3M 360 Encompass because of an EHR change, new implementations of either/both 3M technologies, or new Epic facility add-on projects, this session is for you. Project sponsors, project leaders and team members will all benefit from the real-world experiences of Baylor Scott & White Health and 3M’s implementation experts.

Key topics covered during this session will include:

- Best practices for Epic integrations with 3M software
- Integrating both 3M technologies into the Epic testing cycle
- The challenges in testing 3M 360 Encompass with limited Epic test scenarios
- Managing project communications and expectations
- Coordinating the 3M 360 Encompass cutover plan with the Epic go-live
- Best practices for physician communication
- Managing post go-live 3M/Epic issues

Automated Prioritization in a Value-Based World

Kay Blue, RN, MHA, ACM, CCDS, Director Clinical Documentation Improvement Program and Clinical Care Management and Holley Pegram, RN MSN CCM, Clinical Documentation Improvement Program, Atrium Health

During this session, attendees will learn the key drivers supporting Atrium Health’s System CDI Program transition from manual to automated worklist prioritization, the specific goals and objectives as relates to pay-for-performance, employee satisfaction, expanding the capacity of the program to an all-payer model and aligning with organizational goals and strategic priorities. We will discuss the impact of using a customized automated prioritization tool on CDIS workflow process, collaborative efforts with quality and clinical departments as well as volume of work. Attendees will also be presented with how the prioritization tool has been used to manage case review, and a comparison of baseline to early findings: CDIS metrics, reviews and queries by payors and trend in primary and secondary impacts.

What’s Within the Realm of Possibility? Expanding CDI to Support Documentation of HCCs

Diana Ortiz, JD, RN, CCDS, CDIP, Product Owner, Patient Insights and Kellie Henderson CCS, CCS-P, HIM Solution Sales Executive, 3M Health Information Systems

What’s possible when it comes to using CDI to support (and report on!) the patient-centric capture of HCC measures? How can organizations start to address HCC documentation and coding gaps to achieve accurate and complete patient diagnoses? This session will dive into the background and history of HCCs to show the rationale for the diagnosis codes, as well as the risks and opportunities associated with under or over representation within a population. We’ll review the top opportunities for CDI to support accurate HCC diagnosis capture within multiple settings across all points of care.

Leveraging NLP to Collect Unstructured Data Efficiently and Use It Effectively

Amy Sheide, RN, BSN, MPH, PhDc, Clinical Informaticist and Chief Product Owner, 3M Health Information Systems; Barbara Zellerino, RN, MHA, Subject Matter Expert, 3M Health Information Systems

Access to unstructured data applied to specific workflows is a challenge for most organizations. Often, this data is hidden in the EHR and does not contribute to the full patient story. This session will focus on how you can collect data more efficiently so you can use it more effectively. Participants will understand how clinical NLP technology assists in automation, data integrity and analytics, ultimately saving time, money and providing value to the organization. A data mining use case will showcase how registry work – though heavily manual and time consuming – is frequently the “source of truth,” and how decisions on best practices, resource allocation and physician education stem directly from registry data.
Improving Emergency Department Coding and Charge Capture with NLP
Matthew Wood, RHIA, Corporate Director, Coding Operations, Parallon

Get an in-depth look at how HCA is planning to implement Computer Assisted Charge Capture (CACC) in the Emergency Department. The session will provide an overview of the Evaluation and Management and Injection and Infusion worksheet design, charge specific document scoping, charge mapping, phases of implementation, integration with coding workflow, and review of auto-suggested ED (facility based) charge capture considerations.

3M 360 Encompass Self-Service Reporting
Julie Salomon, RN, BSN, Chief Product Owner 360 Encompass CDI/Quality Clinical Content, Mindy Kozlowski, Product Manager, 360 Encompass, Gail Eckert, Senior Report Writer, 360 Encompass, and Harrison Climan, Software Engineer, 3M Health Information Systems and Lori Dixon, MSN, RN-BC, CDIP, Director of Clinical Documentation Improvement, Piedmont Healthcare

This is an opportunity to preview the 360 Encompass Self-Service Reporting. The session will contain information on the client roles, overall process and features of the cloud-based reporting functionality.

3M 360 Encompass – Clinical: Expanding Into Patient Safety and Quality
L. Gordon Moore-Newcomb, MD, Senior Medical Director and Steve Austin, CDI and Physician Solutions, 3M Health Information Solutions

With 3M clinical NLP, we are building advanced features that will provide even more power to impact the quality of care. Be a part of this future, and help 3M explore uses for 360 Encompass as we expand further into Patient Safety and Quality Improvement content and workflow. In this session, 3M’s Senior Medical Director, L. Gordon Moore-Newcomb, MD will lead an interactive discussion of current and planned capabilities in this area. In this session, we will briefly review the quality features available in 360 today and, from there, launch into open discussions about how customers use the features today, present what we’ve learned through voice-of-customer, and provide you with the opportunity to share your stories.

Wednesday, July 18 - Breakouts and Training Tracks 11:00 A.M. 12:00 P.M. (Pick one)

Insightful Tips from Nosology on Complex Coding Dilemmas
Michele Taylor, RHIT, CCS, Nosology Coding Support Team Lead and Teri Hanks, RHIT, Clinical Development Nosology, 3M Health Information Systems

What are coding professionals doing with potentially conflicting or confusing ICD-10 CM/PCS topics today? In this session Nosology will share some insightful tips for some of the most asked about coding dilemmas. We will cover frequently asked ICD 10 CM coding questions and offer resolutions including spinal fusion confusion, based on Guidelines, Coding Clinic and Nosology support research.

Game Changer: Allegheny Drives Performance with Actionable Data
Brian Ice, Vice-President, Clinical Revenue Cycle and Jessica Bowden, Director, Corporate Coding, Allegheny Health Network

When Allegheny Health Network launched its ambitious clinical documentation initiative, it was already implementing Epic and the 3M™ 360 Encompass™ System. The CDI project started with a close analysis of one year’s data from its seven hospitals, plus more than 1,000 in-depth chart reviews. A broad education program included lectures, physician-to-physician training, and engaging 60 physician champions. Allegheny teams worked with 3M to identify the most crucial tasks for each facility. It came down to data for individual physicians, service lines and specific cases—how they were coded and what secondary diagnoses and comorbidities were not specified. The result? Ten million in captured opportunity the first year, complications down by 50 percent, and big strides to win over skeptical leaders and clinicians with the power of tangible, actionable data.

Innovative Strategies for CDI and Coding for Improved Quality Performance
Hilda Culberson, BHSA, RHIT, CCS, CDIP, Manager Inpatient Coding and Shelia Bowlds, MBA, RHIA, System Director HIM and Coding, Henry Ford Health System

This session will focus on innovative strategies for CDI and coding to improve documentation and quality performance outcomes, including:
- Determining who should be involved and how to build relationships with the quality department, physician liaisons, and administration.
- Discussing quality initiatives such as readmissions, mortality, and PSI/HAC.
- Understanding how core measures (i.e. final coded) relate to coded data with a plan for developing unified hospital clinical criteria through a focused taskforce.
- Implementing processes and workflows for reviewing records, concurrently, pre-bill and post-bill.
- Utilizing the 3M 360 Encompass CDI Prioritization worklist and CAC analytics for tracking and reporting.
Provide an understanding on how to bridge the gap between coding and CDI, developing workflow, collaboration and partnerships to accurately reflect CMI, quality data and reimbursement.

I Like to Move IT, Move IT: Data Center Moves
Adam Buehner, A+, 3M 360 Encompass Certified System Administrator, Clinical Applications Specialist II, Trinity Health

Trinity Health (Livonia, MI) currently has a 3M environment that consists of 3M HDM and 3M 360 Encompass. In 2016 the company finished a project to move its data center from Novi, MI to Chicago, IL. In this presentation you will learn about different strategies to move your 3M systems to a new data center and the move methods that are involved. By the end of the presentation you will be able to answer the following questions:

- What are the advantages and disadvantages for each method and lessons learned during the move?
- What changes are needed on the backend for 3M for a successful move?

Trinity Health Leverages HDM Enterprise-wide to Enhance Coding Performance
Judy Moreau, RN, MBA, VP of Mid-Revenue Cycle and Andrea McLeod, RHIT, BAS, Health Information Management Professional, Trinity Health

Trinity Health leverages 3M Health Data Management (HRM, Audit Expert, and ARMS) across its enterprise. The goal is to refine coding performance with a standardized approach. The benefits? Resolve potential coding errors before they hit the claim scrubber. Streamline your revenue cycle. Drive better decision making and sustained performance with custom reports. Enhance collaboration between coding operations and internal auditing. Trinity leaders will explore how this approach can transform your organization, regardless of bed size.

HCCs and the Impact on the Professional Revenue Cycle: How a Large Healthcare System Rose to the Challenge of Improving HCCs and Diagnosis Coding
Laurie McDonald, Service Line Director, Roper St. Francis; Nancy Higgins, CPC, CPC-I, CIRCC, CPMA, CEME, Director, Charge Capture and Coding, Marty Griffo, CPC, Director, Charge Capture and Coding, Atrium Health

How did a complex system with over seven million professional encounters annually respond to the challenge of improving coding (HCC/Diagnosis) without adding coding resources? Learn how Atrium Health reconstructed their coding team, isolated high-risk areas and leveraged technology (3M and Epic) to maximize results while minimizing impact on provider productivity. In this session attendees will learn: How to evaluate your opportunity for improvement, how to leverage tools available, how to determine best methods of education based on coding intervention and the key to physician engagement.

*Note: this presentation is offered in both the Ambulatory and 360 Encompass Profee Track

Managing Alternative Payment Models within a Managed Care Framework
Dr. David Harmon, Chief Medical Director, Superior HealthPlan

In alternative payment models healthcare providers such as physicians and hospitals are compensated for services based on how well they meet predefined quality, outcome, and/or efficiency metrics. By linking quality of care directly to physician performance, providers are incentivized to both lower costs and improve the efficiency of care delivery.

Superior has changed physician behavior by gaining acceptance of reporting methodologies and clinical evidence tools. Using 3M risk adjustment to better understand the performance of providers has been critical to augmenting physician dialogue.

As more states are considering managed care to manage costs and quality, learn how Superior HealthPlan is having success in quality improvement and cost savings.

3M 360 Encompass System Administrator Certification “Fast Track” - User Management and Worklists
Kent Hansen, CCP-V & CCEE, 360 Encompass Technical Trainer and Adam Rhodes, 360 Encompass Technical Trainer, 3M Health Information Systems

Need to create a worklist? This session will focus on understanding security in 360 Encompass—rights, roles, and groups—and using available tools to manage users and worklists.
Wednesday, July 18 - Breakouts and Training Tracks 1:15-2:15 P.M. (Pick one)

D01  2018 CPT Coding Updates for Interventional Radiology and Cardiology
David Ziefske, MD, CIRCC, COC, CCVT, CCC, CCS, RCC, Founder and CEO of ZHealth Publishing

This session will review CPT codes released for use in 2018, including EVAR procedures, lower extremity varicose vein procedures, mitral valve implantation, changes to NCD 20.4 and other updates.

D02  Provider Engagement Drives Quality Outcomes at Tampa General
Diane Lerch, RHIA, CHPS, CCS, CHC, Director of Coding and CDI and Dawn Oman, RN, Tampa General Hospital, Cheryl Manchenton, RN, BSN, Senior Inpatient Consultant, 3M Health Information Systems

Tampa General knew their public quality scores did not accurately reflect the quality of care they delivered to patients. So, they set out, in a true spirit of transparency, to get it right. They knew they had to close gaps in clinical documentation and improve workflow between CDI teams, HIM departments and providers. In fact, they found that better provider engagement was the cornerstone of success. To achieve this, they rolled out comprehensive physician-to-physician education on quality and created provider quality scorecards to measure and sustain improvements. The results exceeded their expectations. As engagement between teams improved, real results followed, including a significant decrease in patient safety indicators (PSIs), potentially preventable conditions (PPCs) and readmissions.

D03  Quantity vs. Quality: A HIM Balance Paradigm
Madhura Chandak Bajaj, FACHE, MSPT, RHIA, Executive Director – Clinical Integration, JPS Health Network and Justin Wootton, 3M Client Success Manager, 3M Health Information Systems

A heartwarming and spirited discussion about JPS HIM department’s journey to establish a balance paradigm between quantity and quality. The HIM department’s rock-bottom state was uncovered by compliance reviews and audits. All-time low employee morale, bloated work queues, and weakened medical staff relationships had created a state of unrest within and beyond the department.

The presentation offers insights into the team’s journey to engage subject matter experts coupled with data analytics, optimization and data-driven decision making. The success roadmap highlights the value of continuous quality improvement and “meeting people where they are” while leading change with a diverse group of stakeholders. Attendees will find an instant connection with the importance of quality of patient care and an organization’s financial stewardship.

D04  360 Encompass CDI Prioritization – Project Implementation, Approach and Considerations
Austin Murray, Manager – Information and Analytics Services HIM and Douglas Lee, Application Specialist – Senior, Atrium Health

During this session, attendees will learn details around the design, configuration, implementation and troubleshooting as we deployed the 360 Encompass CDI Prioritization functionality. The presentation will start with driving factors to detail why we chose prioritization in the CDI work list, then move to the primary focus on the project and implementation life cycle for a multifacility organization. Attendees will also be presented with the lessons learned and technical/implementation considerations Atrium Health (formerly Carolinas HealthCare System) experienced during the rollout of CDI Prioritization across multiple acute facilities. This can expand to what thoughts went behind the scores and ranking within the solution, test considerations for system readiness, workflow adjustment within the prioritized work lists, and in parallel, operational adjustments made by CDI Leadership to enhance the efficiencies of the prioritized work lists.

D05  HDM: A Bridge for Improved Workflow and Communication
Margaret Eisses, HIM Data Management, Detroit Medical Center (DMC)/Tenet Healthcare Corporation

This session will take a deep dive into HDM customization options for improved workflow management and reporting. The presentation will show how Tenet’s Detroit Medical Center (DMC) used 3M HDM as a repository for data to enhance the automated workflow of the patient record throughout the patient stay including CDI processes, chart reconciliation, deficiency analysis, coding, internal auditing and reporting. We will explore existing 3M tools and investigate the newest features in the HDM 5.5.2 enhancement upgrade.

DMC will demonstrate how to build the bridge between HDM operations departments, coding and internal auditing by combining manual and electronically driven data. With the right mix of data, 3M HDM working tools and some creativity, you can resolve site-specific workflow issues and enhance productivity, quality and overall revenue management.

D06  Maximizing CodeAssist Within Your Organization – Practical Examples You Can Use Every Day
Verita Powell, RHIT, RCC, Health Information Management Director, RadNet Management, Samantha Ulery, COC, Coding Supervisor and Joan Albers, MBA, RHIT, CPC, Mary Lanning Healthcare

Come learn from two organizations using CodeAssist at a high-performance level. RadNet will share operational procedures that are delivering strong results and answers the question “how do you do it?” in a practical, day to day approach. You’ll learn how they approach coder and provider education for improved clinical documentation. And how RadNet effectively employs Direct to Bill automation to optimize coding productivity.
Mary Lanning will share proven practices that have resulted in improvements in compliance and physician behavior. Using the CodeAssist reporting and auditing tools, Mary Lanning has improved coder and provider education to improve communication and relationships while ensuring coding accuracy and compliance.

**D07 Improving Professional Coding Productivity and Accuracy**

**Andee Andriole, CMM, CPC, CPC-I, Manager Outpatient Solution Design and Cal Jacklin, Software Development Specialist, 3M Health Information Systems**

What improvements in productivity and accuracy can your organization gain by leveraging your existing documents for Inpatient and Outpatient professional coding? In this session you'll learn how 360 Professional can utilize these documents to reduce workflow redundancies and accelerate your Inpatient and Outpatient coding process.

**D08 The Intersection of Behavioral Health, Primary Care, and Value Based Care**

**Martha Whitecotton, MSN, FACHE, Senior Vice President, Behavioral Health Services and Manuel Castrao, MD, Medical Director Behavioral Health Integration, Atrium Health**

Over forty percent of patients seen in primary care settings have behavioral health conditions, and behavioral comorbidities are associated with an estimated $350 billion spent annually on care without effectively treating root behavioral causes. Challenges in delivering behavioral health services create a significant barrier to improving the efficacy and cost of care, especially in primary care settings. In this session, Martha Whitecotton of Atrium Health, will share their experiences integrating behavioral health into primary care, identify how behavioral health outcomes can improve while lowering costs, and explore value-based payment models for behavioral health care at their organizations. This session will introduce an innovative model of care that is skill optimized, sustainable and scalable across a large organization.

**D09 3M 360 Encompass System Administrator Certification "Fast Track" - 360 Management Applications**

**Kent Hansen, CCP-V & CCEE, 360 Encompass Technical Trainer and Adam Rhodes, 360 Encompass Technical Trainer, 3M Health Information Systems**

In this session, we’ll be looking at a few tools to help manage 360 Encompass: Configure HealthShare and WebCvConfig. We’ll also focus on data and merges to ensure good data is coming into the system.

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**Wednesday, July 18 - Breakouts and Training Tracks 2:30-3:30 P.M. (Pick one)**

**E01 Nosology Coffee Talk ♦◆**

**Jason Salomon, Software Development Manager, Teri Hanks, RHIT, Clinical Development Nosology, Erin Bentley, RHIT, CCS, Development Nosologist, Elvira Scalzitti RHIT, CCS, CIRCC, Nosology Coding Support, Sue Belley, M.Ed., RHIA, CPHQ, Manager, 3M Consulting Services, Clinical Content Development and Outsource Services and Andrew Sager, RHIA, Client Success Manager, 3M Health Information Systems**

This session will be an exciting open discussion of the topics and issues that are most important to you. Come have a cup of coffee and enjoy collaborating with 3M Subject Matter Experts and other like-minded peers from around the country. Share your successes, ask important questions and give and receive insights in this collaborative, energetic discussion.

**E02 Query Response: The Journey Which Led to Unbelievable Results ♦◆**

**Pamela Stence, RN, BSN, MSN CCDS, Director, Clinical Documentation Improvement, Sharp Healthcare**

The Sharp Healthcare system began its CDI program five years ago by utilizing the 3M DRG Assurance Program. There were many challenges in the beginning, including an average of a 60 percent query response rate, and one facility not allowing CDI’s to query providers for the first six months of the program. As time has progressed, the 3M 360 product has evolved and so the Sharp CDI team has improved query-response time, and increased skills, knowledge and experience. Through trial, error and successes, the Sharp CDI Query Response rate is in the 90th percentile at all facilities and has made major progress in quality scores, as well as reimbursement. Come discover how Sharp made these leaps to achieve unbelievable results.

**E03 Why Can’t We Be Friends? A Collaborative Workflow Approach to the PSI Review Process between Coding and Quality Teams**

**Melanie Reineke CCS, CPC, HIM Inpatient Coding Lead and Katie Paladino BS, RT ( R ) Clinical Quality Lead, Nebraska Medicine**

With many quality programs and initiatives dependent on the coded data, it is easy for coding and quality departments to feel defensive and frustrated in their interactions with one another. Implementing the 3M 360 Encompass System allowed Nebraska Medicine's coding and quality teams to develop a new workflow approach to the PSI review process. This new process allows the teams to alter their perspective from one of “coding errors” to a culture of mutual respect and appreciation for each other’s areas
What's Good for the Physician is Great for the Patient: Modernizing Clarification Workflow via 360 Encompass MD
Hannah Jones, RHIA, BS, Assistant Director, Health Information Management, Documentation Excellence, Esther Costa, Application Specialist, Atrium Health

During this session, participants will learn about Atrium Health’s journey with 360 Encompass MD, an interactive clarification tool that integrates seamlessly with the electronic medical record. This new module enhances communication between providers, CDI nurses and clinical coders while incorporating real-time notifications to assist physicians with clarification opportunities within their workflow.

This solution also includes a Natural Language Processing engine that identifies documentation specificity opportunities 24/7 and expedites complete and accurate documentation. Learn about a tool to assist your organization with maximizing usage of CDI nurse and coding time and giving back uninterrupted patient care time to physicians.

We will share our lessons learned during application testing and implementation process as well as operational workflows. We will also review the immediate wins and efficiencies we have gained from the tool and our plans for expansion.

Preventing Coding Denials Using ARMS (Ambulatory Revenue Management Systems)
Brian R. Bennighoff, RHIA, CTR, Director and Privacy Officer and Jerron Brown, MHA, RHIA, CDIP, CCS, Coding Manager, CalvertHealth Medical Center

An efficient revenue cycle process with healthy cash flow is fundamental to the success of any health care organization. Health Information Management (HIM) professionals are responsible for key functions in the revenue cycle process.

We will share the journey of how 3M Ambulatory Revenue Management Software (ARMS) streamlined this process. By enabling HIM professionals to take an active role in managing healthcare income effectively, the identification of issues relating to charges and documentation at the time of coding were visible and fixable prior to becoming an account denial. Running reports to communicate issues to appropriate areas and developing educational material, such as a revenue cycle manual to prevent further issues and increase account receivables, was a big game changer for us.

Proactive Customer Support and Coding Analyst Practices for Your Organization
Jeffrey Lee, 3M Client Support Engineer and Allison Morgan, Coding Analyst, 3M Health Information Systems

How can we work together to preemptively minimize obstacles in your coding workflows? This session will help you adopt healthy habits and utilize alerts that are proven to keep your operations running smoothly. You’ll also learn how to leverage coding analyst calls to improve your agreement rates and gain the most benefit from these interactions. To further improve communication, the support team has launched communication platforms that takes proactive measures to alert clients of issues and the needed resolutions.

Outpatient Single Path Coding
Charlie Bernstein, 3M 360 Encompass Professional Chief Product Owner; Cal Jacklin, Software Development Specialist, 3M Health Information Systems

What benefits would your organization gain by combining your facility coding and professional fee coding into a single workflow? We’ll discuss some of the scenarios where a common workflow would be most beneficial. We’ll also outline practices that accompany an effective common coding workflow. You’ll learn how a single coding team can process more claims and reduce denials as they ensure the same codes are used for both outpatient and professional fee coding.

Using NLP to Call Out Social Determinants of Health
L. Gordon Moore-Newcomb, MD, Senior Medical Director and Hon Pak, MD, FAAD, Chief Medical Officer, 3M Health Information Systems

Using natural language processing (NLP) techniques to health data can help payers and providers identify terms associated with the social determinants of health. Patients can often have a variety of upstream social factors that can influence their health, such as housing and employment instability and food insecurity, collectively known as social determinants of health, as well as mental health conditions and substance abuse. When socioeconomic information is collected, it is usually in an unstructured format, hidden within free-text clinical notes or under the surface of zip codes, payment patterns, or missed appointment records. Natural language processing tools can help to extract meaningful socioeconomic data and predict risk. It is important to integrate the social determinants of health into the process of clinical care, especially in a value-based reimbursement setting where providers accept financial risk for long-term outcomes.
3M 360 Encompass System Administrator Certification "Fast Track" – Maintenance and Troubleshooting
Kent Hansen, CCP-V & CCEE, 360 Encompass Technical Trainer and Adam Rhodes, 360 Encompass Technical Trainer, 3M Health Information Systems

There are many tools and resources available for managing 360 Encompass and finding solutions to keep it running smoothly. Discover best practices and guidelines for a variety of maintenance tasks, and also focus on troubleshooting tools to find root causes.

Thursday, July 19 - Breakouts and Training Tracks 9:00-10:00 A.M. (Pick one)

F01 Partnership for an Integrated and High Performing Coding Operation ✦✦
Nola Wyatt, Vice-President, Revenue Cycle & SVP, Shared Services, Ascension Health and Brian D. Smit, RHFMA, R1

This session will describe the critical components and benefits of a successful coding services partnership. Presenters will discuss how to:

- Develop common goals and vision, outline an integrated vision that includes approach and advantages, assess current performance gaps and develop a plan for an integrated solution.
- Outline your value proposition and performance metrics.
- Find your solution design by leveraging existing infrastructure, and/or adding supplemental technology and services.
- Develop an integration plan.
- Define what a successful deployment looks like, inclusive of a detailed a project plan as well as a roadmap/sequencing timeline.
- Document results achieved through collaboration.

F02 Are You Questioning My Judgment? Concurrent Clinical Validation Queries ✦
Bill Singletary, RN, BSN, BA, MAOM, Director of Specialty Certifications and Clinical Documentation Improvement and Georgena Brackett, RHIA, LCSW, MBA, FACHE, HIM Director, The Medical Center at Bowling Green

Implementing a concurrent/pre-bill clinical validation query process is critical to mitigating risk for third-party denials and demonstrating adherence to publicly-reported quality and patient safety measures. Join this session to learn more about:

- How industry forces are driving the need for a clinical validation query process
- High-risk diagnoses and coding scenarios
- Guideline-based criteria for clinical validation reviews used by CMS and other payers
- Coding guidelines that address clarification of diagnoses that are not clinically supported in the documentation
- How to implement a concurrent/pre-bill clinical validation process
- How to construct a compliant concurrent clinical validation query

F03 Navigating Coding and IT Complexities: A Journey with Banner Health and 3M 360 Encompass - Benefits, Successes, and Challenges from Coding and IT
Lisa A. Kile, RHIT, IT Consultant and Jannifer Owens, HIMS Coding Director, Banner Health

Please join us as we explore the journey of Banner Health with 3M 360 Encompass. We will take you down the path of our coding and IT teams as we navigated the newness of 360 Encompass, the rocky road of ICD-10, and finally onto our well-travelled path to success.

This session will discuss how Banner Health Coding Management and Information Technology use the system to monitor coder patterns, behaviors and coding productivity, all the while ensuring correct, compliant, and complete coding. Their best practice workflow will be shared along with ideas that may potentially be viable in your own facility. In addition, the relationship of IT and coding will be explored including how to partner to continue to meet collective goals.

F04 Advanced Troubleshooting for 3M 360 Encompass
Chris Flora, Escalations Engineer, 3M Health Information Systems

Join a 360 Encompass expert who has been deep into implementations from the very start. Get ready for a deep dive into troubleshooting tools you can use to identify and resolve problems quickly before they become an issue for your end users. This session will explore 360 Encompass reports (excellent for preventative maintenance), Server Log Files (learn about the most important ones), the System Admin Library (full of best practices) and much more.

F05 HDM Training - Create and Manage Worklists in v. 5.5.2
Nena McMahill, CPMSM, CPCS, Implementation Consultant, 3M Health Information Systems

Review the new functionality of worklists in HDM version 5.5.2. Examine steps to create, edit, assign, copy, and maintain worklists in Reporter prior to viewing and using in Data Entry.
CodeAssist User Group Meeting and Discussion
Donna Smith, Product Owner and Doug Bradley, Product Manager, 3M Health Information Systems

This session will provide CodeAssist clients and 3M CodeAssist product leaders an opportunity to discuss market trends, review feature requests, and share application knowledge between clients and the 3M product team.

Clinic Coding with ProMonitor Direct-To-Bill
Charlie Bernstein, 3M 360 Encompass Professional Chief Product Owner and Cal Jacklin, Software Development Specialist, 3M Health Information Systems

360 Encompass Professional has expanded to include clinic coding and now also delivers direct-to-bill functionality with ProMonitor. Learn how the new ProMonitor E/M workflow saves staff time by automatically sending claims to review without coder intervention, allowing coders to more effectively focus their time. Plus, ProMonitor can help identify higher-risk claims to ensure they are designated for coder review.

3M and Verily: What’s Our Plan for Health Plans?
Kayla Pelegrin, MD, Chief of Clinical and Content, and Dallan Huff, Chief Product Owner, 3M Health Information Systems

This session will provide insight into the roadmap for our new product, the 3M Performance Matrix Platform. You can join your peers to hear directly from our product management team about the future direction of Performance Matrix and how it will provide insights for health plans. Gain firsthand knowledge about upcoming product functionality and features specifically designed for payers. Learn more about the deep domain expertise in data analytics that Verily Life Sciences provides and the development of advanced healthcare research tools and algorithms to analyze quality performance data across the healthcare continuum.

3M 360 Encompass System Administrator Certification “Fast Track” – Review Session
Kent Hansen, CCP-V & CCEE, 360 Encompass Technical Trainer and Adam Rhodes, 360 Encompass Technical Trainer, 3M Health Information Systems

This session will focus on reviewing the final 3M 360 Encompass certification exam—the format, types of questions, duration, and strategy. We’ll take time to review each training session with the idea that participants will likely need requisite knowledge and experience to attempt the final exam.

Thursday, July 19 Breakouts and Training Tracks 11:00-12:00 P.M. (Pick one)

Cultivating Coding Integrity through Data Analytics ✡
Brandi Burns, MBA, RHIA, Director HIM Coding Compliance, Hailey Kelley, CCS, COC, CIRCC, CPCO, Coding Integrity Specialist and Brandy Barrilleaux, RHIA, Coding Integrity Specialist, CHRISTUS Health

Data Analytics has impelled CHRISTUS Health’s Internal Coding Integrity team to transform their existing coding integrity work plan and review strategy. Using data analytics, CHRISTUS Health System has been able to identify millions of dollars in vulnerabilities and challenges. DRG downgrades, high risk as well as high dollar accounts, advanced technology, and ongoing payor investigative scrutiny provide a target rich environment for analysis. Using data has allowed us to expand our focus and implement processes that have driven coding quality while reducing financial risks to the organization.

Join this session to learn more about:
- Coding integrity work plans
- Data management and trending analysis
- Coding transformation
- Data reporting and education
- Outcomes and lessons learned

Re-defining Provider Response: What is Meaningful?
Michelle McCormack, RN, BSN, CCS, CCDS, CRCR, Stanford HealthCare

Are you frustrated with traditional CDI perspectives, regarding provider responses? Would you like to be able to better reflect the engagement of providers in your response rate data? Do you want the ability to track responses to more complex queries with more desirable responses, such as: complications, surgical procedure clarification, clinical validity, etc.?

This session will explore strategies for tracking query responses and realigning expectations. It will also discuss an additional measurement “Meaningful Response.” This new calculation can positively influence physician engagement, while providing more meaningful messaging through query response data sharing.

Following this presentation, you will be able to:
- Define Meaningful Response for your organization
- Implement provider response definition change for your organization
Identify why incorporating provider “Meaningful Response Rate” will influence education strategy, data analysis and provider engagement

Reimagine and Re-engineer: A CDI/Coding "Win-Win" with 3M 360 Encompass CDI, CAC and MD
DeGloria Williams, RHIA, MBA, Director Coding and Clinical Documentation Improvement and Launa Fackrell, BA, Senior CDI Specialist, Children’s Health System of Texas

Natural Language Processing tools like 3M 360 Encompass MD, autosuggested working DRGs and 3M 360 Encompass Computer-assisted Coding have provided opportunities for CDI Specialists (CDIS) to broaden their scope, allowing deeper, more meaningful dives into chart review and enhanced productivity. CDIS can utilize the tools further to provide other areas of the organization with meaningful reports geared toward, for example, better patient outcomes, and alerting for potentially preventable readmissions.

Our goal is to provide examples of tools that our CDI Specialists utilize that provide value to our organization. These tools provide a “win/win” for the CDI specialists in that the queries become part of the concurrent, integrated workflow for providers and improve their overall experience as well. Through transparent communication and shared learning, the win-win is extended from a stronger working DRG to the post-discharge coding process and Final DRG assignment.

3M HIS Security and Privacy Deep-Dive
Nate Wilkey, Chief Info Security Officer, 3M Health Information Systems

This session will cover the scope of security and privacy programs at 3M HIS. Come learn how 3M approaches key areas of security and privacy including: risk management, HIPAA regulatory readiness, data use agreements, governance, and employee education. Traditional security topics like vulnerability and identity management, network controls, data loss prevention, threat intelligence, cloud security, secure software development will also be addressed. For your own security, you won’t want to miss it.

HDM Training - Maintaining Effective Reports and What’s New in v. 6.0
Nena McMahill, CPMSM, CPCS, Implementation Consultant, 3M Health Information Systems

Keep your Listing and Summary reports running efficiently. Organize, minimize/maximize as needed, edit, use prompts wisely, and otherwise maintain the reports of your healthcare data. Attendees are encouraged to bring and share best practices. Also, learn about some of the system changes in the 6.0 release.

NLP Technology Working to Improve Coding for your Business
Lyle Schofield, Manager of Product Development and Allison Morgan, CPC, CPCO, CPMA, Coding Analyst, 3M Health Information Systems

Join us for a session where 3M NLP leadership will discuss the latest achievements completed by the NLP team including engine, technology and research developments. We will look ahead at the future direction of NLP at 3M. In addition, we will discuss interesting use cases where customers have made changes to significantly improve coding results, how headers and footers drive coding and take a deeper look at how Confidence Assessment Modules have been adjusted since the transition to ICD-10.

3M 360 Encompass Professional Voice of the Customer, Client Feedback and Product Roadmap Review
Charlie Bernstein, 3M 360 Encompass Professional Chief Product Owner

What’s in store for 360 Encompass Professional this year and beyond? Come find out and be a part of the future of 360 Encompass Professional! We'll review the product roadmap that was influenced by current clients and give you the opportunity to share your vision of what technology should do for your professional fee coding.

Improving Performance and Achieving Real Results with Performance Matrix
Jeremy Zasowski, Innovation Manager, 3M Health Information Systems

“Leveraging data” is one of the hottest cliché’s in health care today. Everyone says it, but how does a health system or health plan actually do it? And how do you do it right for each of your care settings, clinicians, networks, provider groups, and populations? In this session you will see how clients are leveraging insights and action plans from 3M Performance Matrix to truly improve their organization’s performance. Learn what kind of cost savings opportunities they’ve found and how they are taking action to improve outcomes.
3M 360 Encompass System Administrator Certification "Fast Track" – Exam

3M Health Information Systems Training

You’ve got 60 minutes to show your level of expertise on 3M 360 Encompass with the new 360 Encompass System Administrator certification exam! But, then again, you always thought you were a legend! Show your moxie and get certified at the 3M HIS Client Experience Summit – and claim your bragging rights!

Attending this session assumes the candidate has foundational knowledge and/or experience of the 3M 360 Encompass system in order to be sufficiently ready to pass the final certification exam.

Health Data Management Certification Exam

3M Health Information Systems Training

Would you consider yourself an “HDM aficionado?” Do you feel like you know everything there is to know about HDM? Well you’re in luck…the HDM Certification Exam is a way you can prove it!

At this year’s 3M HIS Client Experience Summit, not only will you network with other 3M clients and learn industry best practices, now you can get certified with the all new HDM Certification Exam!