2019 Client Experience Summit
July 30-Aug. 1, 2019
Salt Lake City, Utah

Agenda
Please note that the agenda is subject to change.
July 2, 2019
**Monday, July 29**

6:00-8:00 P.M. **Registration Open and Welcome Reception**

**Tuesday, July 30**

7:00-7:55 A.M. **Networking Breakfast (Registration Open)**

8:00-8:10 A.M. **3M HIS Welcome to CES 2019! (GS-01)**

Paul Whitaker, Senior Director Revenue Cycle Solutions, 3M HIS

8:10-9:30 A.M. **It’s Time... (GS-02)**

Governor Mike Leavitt, Founder, Leavitt Partners; former Administrator of the Environmental Protection Agency and former Secretary of Health and Human Services

9:30-9:45 A.M. Break

9:45-10:45 A.M. **3M HIS Leadership Panel (GS-03)**

10:45-11:00 A.M. Break

11:00 A.M. -12:00 P.M. **Breakouts and Training Tracks (Pick one)**

- 2019 CPT Coding Updates for Interventional Radiology, Cardiology and Endovascular Surgery (T1-01) ◆◆
- The New Frontier of Ambulatory CDI: HCCs and Other Strategies (T2-01) ◆
- Hospital Billing DRG-related Denials and Appeals: Compliantly Improving Financial Return (T3-01)
- Build a Winning Team to Manage Quality Projects that Achieve ROI (T4-01)
- 3M™ 360 Encompass™ System Audit Expert: The Retrospective Vision – An integrated Audit Process (T5-01)
- Reports, Reports, Reports! And What’s Next With 3M™ CodeRyte™ CodeAssist™ (T6-01)
- What’s Next for 3M™ 360 Encompass™ System Professional? Roadmaps and More (T7-01)
- Behavioral Health: Finding Areas to Work Together (T8-01)
- Fast Track: Architecture and Dataflow (T9-01)
- How do You Maintain Physician Engagement in a Remote-CDI World? (T10-01)

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

1:00-1:45 P.M. **Customer obsessed. Better Together. (GS-04)**

Melissa Gray, Assistant Vice President, Client Care, 3M HIS

1:45-2:45 P.M. **3M and M*Modal: Greater Than the Sum of the Parts (GS-05)**

Michael Finke, Vice President, 3M HIS M*Modal and Jared Sorensen, Vice President Revenue Cycle, 3M HIS

2:45-3:00 P.M. Break

3:00-4:00 P.M. **Breakouts and Training Tracks (Pick one)**

- Dig Deeper into Coding Productivity (T1-02) ◆◆
- A Collaborative, Multidisciplinary Approach to Computer-Assisted Physician Documentation (T2-02) ◆
- It’s About Our Mission: Improving the Health of Our Communities through Mortality Reviews (T3-02)
- The Journey to 3M™ 360 Encompass™ System MD (T4-02)
- 3M™ Health Data Management (HDM) Worklist Standardization: The Good, the Bad and the Ugly (T5-02)
- Lessons Learned on Implementing 3M for a Large Physician Enterprise (T6-02) ◆◆
- Your Single Coding and Documentation Path to Improving Population Health (T7-02) ◆◆
- Connecting Payer and Provider with a Common Data Language (T8-02)
- Fast Track: Updating 3M 360 Encompass (T9-02)
- M*Modal EHR Partnerships and Integration (T10-02)

4:00-6:00 P.M. Break

6:00-9:00 P.M. **Science Fair and Reception**
Wednesday, July 31

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

Special Morning Sessions:
Clinical Validation Denials, Coaching Your Physician Champion to a Win (SS-01)  Beth Wolf, MD, Medical Director HIM / Physician Documentation Consultant, Roper St. Francis Healthcare

3M Beta Client Partnerships – What’s Involved? (SS-02)  William Mickelson, MS, RHIA, Project Manager, New Product Acceleration, 3M HIS

8:00-8:15 A.M. Opening Remarks (GS-06)  Paul Whitaker, Senior Director Revenue Cycle Solutions, 3M HIS

8:15-9:15 A.M. Shifting from Searching for Problems to Solving Problems (GS-07)  Jason Burke, Senior Director Data Informatics, 3M HIS; Brian Mitchell, Director, Performance Management Consulting Services, 3M HIS

9:15-9:30 A.M. Break – 3M Science Fair Open

9:30-10:30 A.M. Breakouts and Training Tracks (Pick one)
- Nosology Nuggets (T1-03)  ◆◆
- Taking CDI to the Next Level with Prioritization (T2-03)  ◆
- Beyond the Basics: Using All the Bells and Whistles of Self-Service Reporting to Drive Improvement in Healthcare Organizations (T3-03)
- EMR Changes: Strategies for a Quality Implementation and Speedy Delivery (T4-03)
- 3M HDM Training - System Administrator Training I (T5-03)
- What’s Up, Doc? A Panel’s View on Preparing for 2021 E/M Coding Changes (T6-03) (T7-03)  ◆◆
- Social Determinants: Changing Our View of the Patient (T8-03)
- Fast Track: User Management and Worklists (T9-03)
- Closing the Gap between Medical Solutions and Long-term Indicators (T10-03)  ★

10:30-10:45 A.M. Break – 3M Science Fair Open

10:45-11:45 A.M. Breakouts and Training Tracks (Pick one)
- Percutaneous Embolization Procedures (T1-04)  ◆◆
- Leveraging 3M DRG Analytics to Capture the Financial Impact of CDI (T2-04)  ◆
- Encore Presentation Beyond the Basics: Using All the Bells and Whistles of Self-Service Reporting to Drive Improvement in Healthcare Organizations (T3-04)
- Bringing New Facilities into the Fold (T4-04)
- 3M HDM Training – System Administrator Training II (T5-04)
- No Appointment Necessary: Improving Professional Charge Capture in the Acute Care Setting (T6-04)  ◆◆
- Trailblazing the Path: From Beta Success to Speedy Implementation with Single-Path Coding (T7-04)  ◆◆
- How Risk Adjustment Really Works (T8-04)
- Fast Track: 3M 360 Encompass Management Applications (T9-04)
- Achieving Top Performance with ED Diagnosis and CPT Procedures (T10-04)

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

1:00-2:00 P.M. Breakouts and Training Tracks (Pick one)
- Driving Change with 3M™ Coding and Reimbursement Plus (CRS+) Custom Edits (T1-05)  ◆◆
- Improving Service Line Performance with Data and a Plan (T2-05)  ◆
- Maximizing 3M 360 Encompass Reports: A Case Study on Data-Driven Outcomes throughout the Enterprise (T3-05)
- Impacts and Benefits of a Remote Hosted Datacenter (T4-05)
- The New Audit Partnership: Coding Compliance and Auditing using 3M 360 Encompass Code Audit System (T5-05)
- 3M CodeAssist Behind the Scenes: An Optimized Experience Story (T6-05)
- Prepping for Success: 3M™ 360 Encompass™ System Professional Implementation Process, Strategy and Best Practices (T7-05)
- Get in the Driver’s Seat: Real Cost Reduction and Improved Clinical Outcomes (T8-05)
- Fast Track: Maintenance and Troubleshooting (T9-05)
- The Best of All Worlds: A Client’s Journey (T10-05)

2:00-2:15 P.M. Break – 3M Science Fair Open

2:15-3:15 P.M. Preparing your Revenue Cycle Team for New Healthcare Models (GS-08)  Fabian Stone, Associate Vice President of Revenue Management and Coding, Duke Health; and Landon Jones, Strategic Services Associate, Revenue Management, Coding Operations and HIM, Duke Health

3:15-3:25 P.M. Closing Remarks (GS-09)  Paul Whitaker, Senior Director Revenue Cycle Solutions, 3M HIS

3:25-4:00 P.M. Break and 3M Science Fair Open

5:45-6:00 P.M. Load Buses and Travel to Venue
Buses will run every 15 minutes

6:00-6:30 P.M. Cocktail Hour

6:30-9:00 P.M. Awards and Celebration
Buses to return every 15 minutes back to The Grand America starting 8:00 P.M.
Thursday, Aug. 1

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

Special Morning Session: Baylor Scott & White Health: Driving a Comprehensive Clinical Documentation Strategy with 3M and M*Modal (SS-03)

Steven Kos, MHA, RHIA, Director of Information Services; Kevin Waldele, Clinical Application Specialist and HIM Analyst; Colleen Reedholm, Manager – RCIS HIM, Baylor Scott & White Health

8:00-8:30 A.M.
Opening Remarks (GS-10)
Paul Whitaker, Senior Director Revenue Cycle Solutions, 3M HIS

8:30-9:30 A.M.
Pushing the Envelope (GS-11)
Col. Nicole Malachowski (USAF, Ret.)

9:30-10:00 A.M. Break

10:00-11:00 A.M.
Breakouts and Training Tracks (Pick one)
- 3M Coding and Reimbursement System Tips and Tricks (T1-06) ◆◆
- The Journey to Sustained Results with Concurrent Coding (T2-06) ◆
- Batter Up with Codermetrics: Measuring Coder Success Beyond Accuracy and Productivity (T3-06)
- 3M 360 Encompass System Manager (T4-06)
- Super Report Writers Save the Day (T5-06)
- Technology and Coders: Bridging the Gap with 3M CodeAssist (T6-06) ◆◆
- Back to Basics: The Elements of 3M 360 Encompass Professional (T7-06)
- If You Build It (Data-Driven Reports), They Will Come (Value Boosts) (T8-06)
- Fast Track: 3M 360 Encompass Certification Exam Review (T9-06)
- 3M and Cerner: Continuing to Create Connections (T10-06)

11:00-11:15 A.M. Break

11:15-12:15 P.M.
Breakouts and Training Tracks (Pick one)
- A Behind-the-Scenes Look at How 3M Nosology Manages the 3M 360 Encompass Inpatient NLP Engine (T1-07) ◆◆
- Workflow Ties Together CDI Priority, Evidence-Based Coding and Quality (T2-07) ◆
- Bringing Worlds Together: Moving from Retrospective to Concurrent Reviews to Win the Quality Race (T3-07)
- 3M 360 Encompass Advanced Trouble Shooting (T4-07)
- 3M Health Data Management (HDM) System Administrator Certification Exam (T5-07)
- Let’s Talk 3M CodeAssist: User Open Mic and a Little Kahoot! Trivia (T6-07)
- Sending Clean and Compliant Codes Directly to Billing in 3M 360 Encompass Professional (T7-07)
- Performance Management: A New Vision for Value (T8-07)
- 3M 360 Encompass System Administrator Certification “Fast Track” Exam (T9-07)
- WellStar Health System’s Journey to Operationalizing Capture and Reporting of HCCs Across the Organization (T10-07)

12:15-12:30 P.M. Closing Remarks (GS-12)
Paul Whitaker, Senior Director Revenue Cycle Solutions, 3M HIS, and be sure to grab your box lunch to-go

Associated CEU’s

- AHIMA Credits: 13
- ACDIS Credits: 9
- AAPC Credits: 13

International Session
Session Index by Theme

Track 1: Facility Coding with Coding and Reimbursement Systems Track (T1)
- 2019 CPT Coding Updates for Interventional Radiology, Cardiology and Endovascular Surgery (T1-01) ♦♦
- Dig Deeper into Coding Productivity (T1-02) ♦♦
- Nosology Nuggets (T1-03) ♦♦
- Percutaneous Embolization Procedures (T1-04) ♦♦
- A Behind-the-Scenes Look at How 3M Nosology Manages the 360 Encompass Inpatient NLP Engine (T1-07) ♦♦

Track 2: Clinical Documentation Improvement with 3M™ 360 Encompass™ and 3M™ 360 Encompass™ MD
- The New Frontier of Ambulatory CDI: HCCs and Other Strategies (T2-01) ♦
- A Collaborative, Multidisciplinary Approach to Computer-Assisted Physician Documentation (T2-02) ♦
- Taking CDI to the Next Level with Prioritization (T2-03) ♦
- Leveraging 3M DRG Analytics to Capture the Financial Impact of CDI (T2-04) ♦
- Improving Service Line Performance with Data and a Plan (T2-05) ♦
- The Journey to Sustained Results with Concurrent Coding (T2-06) ♦
- Workflow Ties Together CDI Priority, Evidence-Based Coding and Quality (T2-07) ♦
- Clinical Validation Denials, Coaching Your Physician Champion to a Win (SS-01) ♦
- Baylor Scott & White Health: Driving a Comprehensive Clinical Documentation Strategy with 3M and M*Modal (SS-03) ♦

Track 3: Computer Assisted Coding with 3M 360 Encompass
- Hospital Billing DRG-related Denials and Appeals: Compliantly Improving Financial Return (T3-01)
- It’s About Our Mission: Improving the Health of Our Communities through Mortality Reviews (T3-02)
- Beyond the Basics: Using All the Bells and Whistles of Self-Service Reporting to Drive Improvement in Healthcare Organizations (T3-03)
- Encore Presentation Beyond the Basics: Using All the Bells and Whistles of Self-Service Reporting to Drive Improvement in Healthcare Organizations (T3-04)
- Maximizing 3M 360 Encompass Reports: A Case Study on Data-Driven Outcomes throughout the Enterprise (T3-05)
- Batter Up with Codermetrics: Measuring Coder Success Beyond Accuracy and Productivity (T3-06)
- Bringing Worlds Together: Moving from Retrospective to Concurrent Reviews to Win the Quality Race (T3-07)

Track 4: 3M 360 Encompass IT Track
- Build a Winning Team to Manage Quality Projects that Achieve ROI (T4-01)
- The Journey to 3M 360 Encompass MD (T4-02)
- EMR Changes: Strategies for a Quality Implementation and Speedy Delivery (T4-03)
- Bringing New Facilities into the Fold (T4-04)
- Impacts and Benefits of a Remote Hosted Datacenter (T4-05)
- 3M 360 Encompass System Manager (T4-06)
- 3M 360 Encompass Advanced Trouble Shooting (T4-07)
- 3M Beta Client Partnerships – What’s Involved? (SS-02)

Track 5: Compliance and Audit with (Health Data Management or 3M 360 Encompass)
- 3M 360 Encompass System Audit Expert: The Retrospective Vision – An integrated Audit Process (T5-01)
- 3M HDM Worklist Standardization: The Good, the Bad and the Ugly (T5-02)
- 3M HDM Training - System Administrator Training I (T5-03)
- 3M HDM Training - System Administrator Training II (T5-04)
- The New Audit Partnership: Coding Compliance and Auditing using 3M 360 Encompass Code Audit System (T5-05)
- Super Report Writers Save the Day (T5-06)
- 3M Health Data Management (HDM) System Administrator Certification Exam (T5-07)

Track 6: Professional Coding with 3M CodeRyte CodeAssist
- Reports, Reports, Reports! And What’s Next With 3M CodeAssist (T6-01)
- Lessons Learned on Implementing 3M for a Large Physician Enterprise (T6-02) ♦♦
- What’s Up, Doc? A Panel’s View on Preparing for 2021 E/M Coding Changes (T6-03) (T7-03) ♦♦
- No Appointment Necessary: Improving Professional Charge Capture in the Acute Care Setting (T6-04) ♦♦
- 3M CodeAssist Behind the Scenes: An Optimized Experience Story (T6-05)
- Technology and Coders: Bridging the Gap with 3M CodeAssist (T6-06) ♦♦
- Let’s Talk 3M CodeAssist: User Open Mic and a Little Kahoot! Trivia (T6-07)

Track 7: Computer Assisted Professional Coding with 3M 360 Encompass Professional
- What’s Next for 3M 360 Encompass System Professional? Roadmaps and More (T7-01)
- Your Single Coding and Documentation Path to Improving Population Health (T7-02) ♦♦
- What’s Up, Doc? A Panel’s View on Preparing for 2021 E/M Coding Changes (T6-03) (T7-03) ♦♦
- Trailblazing the Path: From Beta Success to Speedy Implementation with Single-Path Coding (T7-04) ♦♦
- Prepping for Success: 3M 360 Encompass Professional Implementation Process, Strategy and Best Practices (T7-05)
- Back to Basics: The Elements of 3M 360 Encompass Professional (T7-06)
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Track 8: Performance Management
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- Connecting Payer and Provider with a Common Data Language (T8-02)
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- If You Build It (Data-Driven Reports), They Will Come (Value Boosts) (T8-06)
- Performance Management: A New Vision for Value (T8-07)

Track 9: 3M 360 Encompass System Administrator “Fast Track” Certification
- Fast Track: Architecture and Dataflow (T9-01)
- Fast Track: Updating 3M 360 Encompass (T9-02)
- Fast Track: User Management and Worklists (T9-03)
- Fast Track: 3M 360 Encompass Management Applications (T9-04)
- Fast Track: Maintenance and Troubleshooting (T9-05)
- Fast Track: 3M 360 Encompass Certification Exam Review (T9-06)
- 3M 360 Encompass System Administrator Certification “Fast Track” Exam (T9-07)

Track 10: Innovative and Emerging Technology
- M*Modal EHR Partnerships and Integration (T10-02)
- Closing the Gap between Medical Solutions and Long-term Indicators (T10-03)
- Achieving Top Performance with ED Diagnosis and CPT Procedures (T10-04)
- The Best of All Worlds: A Client’s Journey (T10-05)
- 3M and Cerner: Continuing to Create Connections (T10-06)
- WellStar Health System’s Journey to Operationalizing Capture and Reporting of HCCs Across the Organization (T10-07)
Tuesday, July 30 - Breakouts and Training Tracks 11:00 A.M – 12:00 P.M. (Pick one)

**T1-01**

2019 CPT Coding Updates for Interventional Radiology, Cardiology and Endovascular Surgery ✦

David Zielske, MD, CIRCC, COC, CCVTC, CCC, CCS, RCC, Founder and CEO of ZHealth Publishing

Back by popular demand, Dr. Zielske 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. Dr. Z will also discuss AV circuit interventions, including those performed at the same time as an open procedure, and review complex catheter placement coding.

**T2-01**

The New Frontier of Ambulatory CDI: HCCs and Other Strategies ✦

Panel: Jennifer Boles, CPC, CRC, System Manager, Ambulatory CDI, Baptist Health; Kyle Campbell, CPC (AAPC), CHC (HCCA), MPA, Manager, Professional Documentation and Coding, Outpatient CDI, Intermountain Healthcare; Andrea Eastwood, BAS, RHIA, Director Clinical Encounter and Documentation Excellence, Trinity Health

To succeed with ambulatory CDI requires buy in from C-suite leaders and staff across departments. This new process reaches deep into an organization, merging physician education with precise ICD-10 coding for HCC capture and accurate risk adjustment. Ambulatory CDI is different from inpatient CDI but requires careful coordination with it. You need an integrated process all departments can agree upon. Join leaders from Baptist Health, Intermountain Healthcare and Trinity Health to explore how they have built trust with their teams and tracked data to measure performance.

**T3-01**

Hospital Billing DRG-related Denials and Appeals: Compliantly Improving Financial Return

J.J. Melin, RN, BSN, Executive Director of HB/PB CDI, Audit and Appeals, MultiCare

In this session J.J. Melin will discuss MultiCare’s successes with Clinical Documentation Integrity (CDI) after attaining full responsibility of Diagnosis Related Grouping (DRG), payer denials and appeals beginning in 2016. He will discuss how they incorporated organizational process flows, reporting and tracking recommendations, payor relationships with CDI, and lessons learned for optimal results.

**T4-01**

Build a Winning Team to Manage Quality Projects that Achieve ROI

Ernie Ortiz, Application Analyst, Certified 3M 360 Encompass Administrator, JPS Health Network; Jean Laurain, Trinity Information Services Application Consultant, Certified 3M 360 Encompass R2 System Administrator and 3M HDM System Administrator, HIM-3M Product Owner, Trinity Health; Arvind Rao, Implementation Leader, 3M HIS

An enterprise-wide quality improvement project only succeeds with teamwork. Join project leaders at JPS Health Network, Trinity Health and 3M for practical tips about how to structure team meetings, train new staff, monitor both system and team performance, reduce downtime during updates and sustain team engagement (and morale) through a complex change.

**T5-01**

3M 360 Encompass System Audit Expert: The Retrospective Vision – An integrated Audit Process

Nancy Treacy, MPH, RHIA, CDIP, CCS, Data Integrity Manager, University of Utah; and Camille Christensen, NPA Project Manager, 3M HIS

University of Utah is the first 3M client to implement the much-anticipated 3M 360 Encompass Audit Expert System Code Audit module. Nancy Treacy and Camille Christensen will share their experiences of moving from a spreadsheet-based process to a new interactive software, integrated with their existing coding and documentation system, 3M 360 Encompass System. Both presenters will share useful insights needed to prepare for a successful implementation, help your staff adapt to new technologies and technology tips.
Reports, Reports, Reports! And What’s Next With 3M CodeAssist
Douglas Bradley, Ph.D., Ambulatory Care Product Manager, 3M HIS; Donna Smith, CSPO, CSM, CPHIMS, Product Delivery Manager, 3M HIS; Julie Polsin, MBA R.T. (R) (CT), Manager, Client Engagement Executive, 3M HIS

We are rolling out new reports and we can’t wait to tell you about them! These new kids on the block will give you the power of knowledge with SPEED. Plus, get the scoop on new features and enhancements, and what’s in the roadmap for 3M CodeAssist and its sidekick, 3M℠ CodeMonitor℠! Lots to cover, come on in.

What’s Next for 3M 360 Encompass Professional? Roadmaps and More
Charlie Bernstein, 3M 360 Encompass Professional Chief Product Owner, 3M HIS; and Cal Jacklin, Software Development Specialist, 3M HIS

Join us for the latest additions to 3M’s professional fee coding solution, as well as the direction the product is taking this year and into 2020. We’ll use our time to gather attendees’ feedback and opinion on what can and should be in the product in the future.

Behavioral Health: Finding Areas to Work Together
Bret Barnhart, Engagement Leader, 3M HIS

This session will highlight how 3M Clinical Risk Groups (CRGs) can identify mental health and substance abuse co-morbidities. This data can be used for quality improvement initiatives that aim to decrease emergency department visits and provide high-value care at a lower cost. Attendees will learn how to apply population health strategies to manage chronic behavioral health conditions, as well as strategies for attributing patients to mental health providers to measure their impact on the total cost of care.

Fast Track: Architecture and Dataflow
Adam Rhodes, 3M 360 Encompass Technical Trainer, 3M HIS

In this session, discover the backend that makes 3M 360 Encompass function. We'll focus on how the product is built and deployed, how data flows through the system. This information will be vital to help in troubleshooting the technology.

How do You Maintain Physician Engagement in a Remote-CDI World?
Johanne “Jo” Brautigam, RN, BSN, CCDS, Clinical Documentation Integrity Manager, Roper St. Francis Healthcare; Joseph Lintz, RN, Clinical Documentation Integrity Specialist, Roper St. Francis Healthcare

For many organizations the shift to the electronic health record had severe side-effects, such as too much computer time distracting physicians from patient care. Roper St. Francis Healthcare was no exception. Two years ago, leaders at Roper St. Francis decided to try something different to improve their physician engagement: They created a new “CDI MD Liaison” role, built a clear workflow with other hospital teams, and supported the new position with actionable data. Don’t miss this chance to see how this innovative approach is working, including sample workflows, outcomes data and feedback from providers.
Tuesday, July 30 - Breakouts and Training Tracks 3:00 P.M.- 4:00 P.M. (Pick one)

T1-02  
**Dig Deeper into Coding Productivity ●●**  
Georgena Brackett, RHIA, LCSW, MBA, FACHE, HIM Director, The Medical Center at Bowling Green

We need to turn our coding productivity formulas upside down. Gone are the days of focusing only on the number of charts coded. With data from the EMR and 3M tools, we can now drill down into more qualitative goals. Instead of counting charts coded per hour, we can look at number of denials, number of HCCs, number of errors based on audits, or DNFB goals achieved. The session will also focus on why ongoing training for coding teams is critical to success.

T2-02  
**A Collaborative, Multidisciplinary Approach to Computer-Assisted Physician Documentation ●**  
Panel: Hannah Jones, BS, RHIA, Assistant Director, Health Information Management, Atrium Health; Brianna Brown, BSN, RN-BC, CDI Manager, Stormont Vail Health; Sandy Lewallen, MBA, RHIA, CHPS, Administrative Director, Health Information Management, ProMedica Health System; Kearstin Jorgenson, Physician Advisor Strategy Director, Intermountain Healthcare

What does it take to implement and consistently improve a CDI program that includes computer-assisted physician documentation? Who are the key stakeholders to engage? How do you work across departments and roles to maximize performance? This expert panel brings together a health system that recently adopted 3M 360 Encompass (along with 3M 360 Encompass MD) and several organizations with deep experience with the benefits of these solutions.

T3-02  
**It’s About Our Mission: Improving the Health of Our Communities through Mortality Reviews**  
Laura Triplett, MBA, RHIA, HIM Director, Blessing Health System; Rosalba (Rose) McCoy, MSN, RN-BC, HIM Clinical Supervisor, Blessing Health System

The mission of Blessing Hospital is to improve the health of its communities by providing quality patient and family-centered health care, and mortality review was identified as an area of opportunity. In this presentation, attendees will hear about the organization’s CDI program structure, mortality committee process, physician champion role, comparison data and the 3M tools that help drive toward Blessing’s mission of patient care.

T4-02  
**The Journey to 3M 360 Encompass MD**  
Matt Neidig, IT, Saint Luke’s Health System; Sara Bible, MBA, RHIA, Coding/CDI Manager, Saint Luke’s Health System

Attendees will follow Saint Luke’s journey with 3M 360 Encompass MD from build to go-live. We’ll walk through missteps, lessons learned, the various IT components and how the organization achieved physician support. We’ll also showcase the pilot process, how we worked with 3M collaboratively, and ongoing system tweaks.

T5-02  
3M HDM Worklist Standardization: The Good, the Bad and the Ugly  
Lynn Bearman, Clinical Applications Specialist II, Trinity Information Systems, Trinity Health

Join this session to learn about Trinity’s experience with process improvement and improved workflow across the enterprise through standardized 3M HDM worklists. Attendees will hear the pros and cons, along with input from business owners for this kind of effort. The session will address improvements, drawbacks, workflow equitability and outcomes of standardized worklist outcomes for coder productivity and application support.

T6-02  
**Lessons Learned on Implementing 3M for a Large Physician Enterprise ●●**  
Regan Tyler, COC, CPC, CPMA, CPC-I, CEMC, Director of Revenue Integrity/Physician Enterprise, AdventHealth

Walk through lessons learned in building and implementing 3M CodeAssist across our 2,000-physician network, located across 10 states and involving multiple EMRs. With resources across several states and different source EMRs, we’ve had some interesting challenges and opportunities that test the boundaries of 3M.
UC San Diego Health redesigned the entire coding and documentation enterprise to create a holistic, singular approach to improve HCC risk adjustment coding, enterprise charge capture, quality and medical necessity edits while incorporating the professional coding workflow. UC San Diego Health, in partnership with 3M, broke down system silos between professional and facility coding and charge capture, and leveraged applications to create an optimal environment to positively impact all metrics. Dependencies included the re-training of coding resources and providing sophisticated technology to enable the coder to interact with auto-suggested codes from the provider’s final documentation in one session, along with appropriate edits for a clean, compliant claim. Cassi will showcase how UCSD’s work enables accurate provider documentation and HCC capture with a safety net to reduce re-work and support optimal RAF scores.

Connecting Payer and Provider with a Common Data Language
Scott Clinton, 3M Performance Matrix Payer, Chief Product Owner, 3M HIS; Jason Burke, Senior Director Data Informatics, 3M HIS

The 3M Performance Matrix Platform analyzes quality and performance data across healthcare organizations and patient populations, delivering meaningful information and creating real and sustainable improvements in quality and cost. Most organizations have a wealth of data hidden in a warehouse, where its full potential is yet to be realized. With the platform, you can gain a competitive advantage by optimizing performance, and enabling actionable discussions to drive incentives and real change. This session will showcase how the technology works, as well as how 3M teams with partners to drive further connection for better care decisions.

3M 360 Encompass System Administrator Certification “Fast Track” – Updating 3M 360 Encompass
Adam Rhodes, 3M 360 Encompass Technical Trainer, 3M HIS

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

M*Modal EHR Partnerships and Integration
Mark Endres, Senior Director of Strategic Business Development, 3M HIS and Tim Ruff, Director 3M M*Modal Solutions, 3M HIS

Join us to explore our many partnerships and integrations with more than 200 EHRs and IT systems, and see how we drive clinician user experience and efficiency. Learn how you can leverage true interoperability to optimize your EHR investment with smarter, real-time and speech-driven workflows.
Wednesday, July 31 – Special Morning Sessions 7:00 A.M. - 7:55 A.M.

**Clinical Validation Denials, Coaching Your Physician Champion to a Win**
*Beth Wolf, MD, Medical Director Health Information Management and Physician Documentation Consultant, Roper St. Francis Healthcare*

It is likely that your physician champions have many roles within the hospital system. As experts, they are essential to fighting clinical validation denials, but they are not always familiar with insurance rules and coding guidelines. CDI must provide targeted resources and education to help them be successful. This session will focus on real examples and what it takes to prove your case.

**3M Beta Client Partnerships – What’s Involved?**
*William Mickelson, MS, RHIA, Project Manager, New Product Acceleration, 3M HIS*

Join us to learn more about the benefits of being a 3M beta client. Hear what it’s like to work with 3M’s new product acceleration team and participate in voice of customer efforts while contributing to 3M’s newest software solutions. Understand the time and resource commitment and be an integral part of enhancing 3M’s cutting-edge products. Learn about how the beta process helps deliver a faster development to general release process for all. See how our beta clients share their experience with other clients and influence their implementation and go-live for ultimate success.

Wednesday, July 31 - Breakouts and Training Tracks 9:30 A.M. - 10:30 A.M. (Pick one)

**Nosology Nuggets**
*Michele Taylor, RHIT, CCS, Nosology Coding Support Team Lead, 3M HIS; Rauna Gale, Nosology Services Analyst, 3M HIS*

In this session, veteran nosologists Michele Taylor and Rauna Gale will provide an overview of key diagnosis and procedure coding issues. They will cover frequently-asked nosology questions spanning inpatient and outpatient scenarios – both coding and edits. Don’t miss this chance to learn from expert coders who have seen it all.

**Taking CDI to the Next Level with Prioritization**
*Panel: Katherina Burleson, BSN, RN-BC, CCDS, CCS, CCM, Assistant Director, HIM, Documentation Excellence, Atrium Health; Debbie Schrubb, RHIA, Network Director, HIM, Hospital Coding and Documentation Excellence, Kettering Health Network; Nancy Meadows, RN, BS, Manager, CDI-Case Management, Union Health; Nick Judd, MBA, RHIA, Director, Clinical Documentation Improvement, Cleveland Clinic*

How can a prioritized CDI workflow expand the efficiency and productivity of your CDI team and engage physicians? Prioritized CDI worklists can help your organization focus on cases with the greatest financial and quality impact. This expert panel offers four unique perspectives on how to redesign your CDI program to leverage new workflows and methodologies in 3M 360 Encompass.

**Beyond the Basics: Using All the Bells and Whistles of Self-Service Reporting to Drive Improvement in Healthcare Organizations**
*Gail B. Higle, BSN RN CCDS, Manager of Clinical Documentation Improvement / Revenue Cycle, Piedmont Healthcare*

See how Piedmont Healthcare uses 3M’s new Self-Service Reporting (SSR) system to drive efficiency in routine data reporting and has transformed the CDI department into the “The Place to Go” for reports. Learn how SSR supports initiatives within the organization, including the analysis of physician documentation practice and physician education. See how Piedmont Healthcare has reduced reporting and analytic times and leverages the advanced system functions to “dress up” reports without the need for data manipulation.

**EMR Changes: Strategies for a Quality Implementation and Speedy Delivery**
*Melissa Pack, Implementation Manager and Consultant, 3M HIS; Arvind Rao, Implementation Leader, 3M HIS*

In today’s healthcare landscape, EMR changes are commonplace, and with them comes the opportunity to deploy 3M 360 Encompass and 3M 360 Encompass MD, already modernized and optimally setup to maximize ROI. This presentation will focus on strategies that implementation teams (operations and IT) should consider during migration from one EMR to another as it related to deploying 3M solutions. The session will focus on what
organizations and project teams should keep in mind prior to and during these implementations to enhance their experience and end product.

**3M HDM Training - System Administrator Training I**  
*Mark Stacey, Business Process Advisor Analyst, 3M HIS*

Join us for the first of two engaging 3M HDM System Administrator training sessions to learn how to take full advantage of your software. Learn best practices for managing your Chapters, Users, and User Access Definitions (UADs) in the System Editor and how to update tables and apply updates for the best results. Sessions I and II will cover the topics in sequential order. We recommend attending both sessions as the audience interaction will ultimately determine the order of the topics.

*T5-03 and T5-04 are highly recommended for anyone participating, or interested, in taking the 3M Health Data Management System Administrator Certification course. The information provided will be beneficial in preparing for the certification exam offered both online and during the Client Experience Summit. For more information, please contact the Education Team at 3mhiseducation@mmm.com.*

**What’s Up, Doc? A Panel’s View on Preparing for 2021 E/M Coding Changes**  
*Panel: Cory Bauer, RHIT, CPC, CPMA, CEMC, HIM Operations Manager, Olmstead Medical Center; Laurie McDonald, CPC, Service Line Director – Professional Coding Billing and Collections, Roper St. Francis Healthcare; Karla Von Eschen, CPC, Coding Analyst, 3M HIS; Douglas Bradley, Ph.D., Ambulatory Care Product Manager, 3M HIS*

CMS’s final rule on the E/M coding changes will take effect on Jan. 1, 2021. While this leaves a pathway to further modifications, at the end of the day, change is coming. Join us as we take a look at the changes approved in the final ruling, navigate the significance of these changes and discuss how two organizations – Roper St. Francis Healthcare and Olmsted Medical Group – are preparing for this important change with training, technology and processes. We’re saving time for Q&A, so come prepared.

**Social Determinants: Changing Our View of the Patient**  
*Debra Smyers, Vice President, Strategic Initiatives, Sunshine Health;*

This session will take a detailed look at population-focused methodologies including 3M Clinical Risk Groups (CRGs) and how they can highlight social determinants of health. Attendees will discover how surfacing social determinants can make a huge impact on cost and outcomes. Find out how these revelations can enhance care management and patient engagement.

**3M 360 Encompass System Administrator Certification “Fast Track” - User Management and Worklists**  
*Adam Rhodes, 3M 360 Encompass Technical Trainer, 3M HIS*

Need to create a worklist? This session will focus on understanding security in 3M 360 Encompass – rights, roles, and groups using available tools to manage users and worklists.

**Closing the Gap between Medical Solutions and Long-term Indicators**  
*Karen Pien, MD, Head of Department Medical Registration, UZ Brussels*

Physicians are trained to resolve the immediate medical problems they face – not to evaluate treatment costs or even the long-term quality implications for patients. Clinical and billing data can help close this dangerous gap. In this session, Dr. Pien will describe the process of transforming UZ Brussels into a data-driven hospital. Looking beyond Joint Commission International (JCI) accreditation, medical departments at UZ Brussels now identify pathology-specific performance measures. They look closely at potentially preventable complications and readmissions, as well as standardized mortality ratios. The result is a clearer path to long-term quality of care for patients at a sustainable cost.
Wednesday, July 31 - Breakouts and Training Tracks 10:45 A.M. - 11:45 A.M. (Pick one)

**T1-04**

**Percutaneous Embolization Procedures**

*David Zielske, MD, CIRCC, COC, CCVTC, CCC, CCS, RCC, Founder and CEO of ZHealth Publishing*

Join this session to review CPT coding guidelines for all types of percutaneous embolization procedures (arterial, venous, direct, transcatheter, neuro, congenital heart, and more). Dr. Zielske will draw upon many case examples and images to explain bundling guidelines, catheterizations and documentation.

**T2-04**

**Leveraging 3M DRG Analytics to Capture the Financial Impact of CDI**

*Rebecca Hernandez, RN, BSN, CDI System Manager, Advocate Aurora Health Care*

How can hospitals demonstrate the financial benefits of CDI? They need to account for CDI queries, coding queries and code assignment, inpatient hospital volume changes, physician learning, and much more. Learn how Advocate Aurora Health Care used 3M DRG analytics to calculate specific CDI financial targets for each hospital and build an integrated workflow for CDI and coding teams across the health system.

**T3-04**

**Encore Presentation Beyond the Basics: Using All the Bells and Whistles of Self-Service Reporting to Drive Improvement in Healthcare Organizations**

*Gail B. Higle, BSN RN CCDS, Manager of Clinical Documentation Improvement / Revenue Cycle, Piedmont Healthcare*

See how Piedmont Healthcare uses 3M’s new Self-Service Reporting (SSR) system to drive efficiency in routine data reporting and has transformed the CDI department into the “The Place to Go” for reports. Learn how SSR supports initiatives within the organization, including the analysis of physician documentation practice and physician education. See how Piedmont Healthcare has reduced reporting and analytic times and leverages the advanced system functions to “dress up” reports without the need for data manipulation.

**T4-04**

**Bringing New Facilities into the Fold**

*Orlando Baylor, Systems Analyst, Toastmaster - Advance Communicator Gold, Piedmont Healthcare*

Like many healthcare entities in a challenging and changing environment, Piedmont Healthcare has added several facilities to its enterprise over the last few years. This session will explore the joys and pains of adding, training and maintaining additional facilities to the 3M 360 Encompass environment from the perspective of a systems analyst. The presentation will center on ways to get useful data for training and how to smoothly add a new facility.

**T5-04**

**HDM Training - System Administrator Training II**

*Mark Stacey, Business Process Advisor Analyst, 3M HIS*

Join us for the second of two engaging 3M HDM System Administrator training sessions to learn how to take full advantage of your HDM System software. Learn best practices for managing your Chapters, Users, and User Access Definitions (UADs) in the System Editor and how to update tables and apply updates for the best results. Sessions I and II will cover the topics in sequential order. We recommend attending both sessions as the audience interaction will ultimately determine the order of the topics.

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**T6-04**

**No Appointment Necessary: Improving Professional Charge Capture in the Acute Care Setting**

*Marty Griffo, CPC, Director of Central Charge Capture and Coding, Atrium Health; Kelly Sheets, BA, Application Specialist Senior, Atrium Health*

Unlike the office setting, where there are appointments to reconcile charges, how do you ensure 100 percent capture for rounding, consults, critical care and more in the acute care hospital setting? Learn how Atrium shifted coding resources to eliminate manual reconciliation processes to high-level coding functions by using tools available.

**T7-04**

**Trailblazing the Path: From Beta Success to Speedy Implementation with Single-Path Coding**

*Tammy Collins, MBA, MS, RHIA, Director of HIM Outpatient Coding, University of New Mexico Hospitals; Linda Grimes, MPA, RHIA, Assistant Vice President, Health Information Management, Lexington Medical Center*
We don’t mean to brag, but this is our reality now: Using the same coder to complete facility and professional fee coding of all diagnoses and procedure codes at the same time. Clearing coding initiatives (CCI) and medical necessity (MN) edits for both facility and professional fee claims during a single coding session. You read that right! Join us as University of New Mexico Hospitals and Lexington Medical Center present a road to single-path coding from the first beta installation, key learnings along the way and ultimate successes with real metrics to shout about. Attendees will hear about a recent phased go-live approach where all stars aligned resulting in a 30-day implementation success.

**How Risk Adjustment Really Works**

Carole Cusack, Engagement Leader, 3M HIS; Sheryl Terlouw, Director, Network Innovation, Wellmark Blue Cross and Blue Shield

An amazing combination of patients, diseases and treatments occur during the 36 million hospital stays that happen every year nationwide. These stays are described and recorded using 70,000 diagnosis codes and 70,000 procedure codes, with up to 25 individual diagnoses and 25 individual procedures possible for each inpatient claim. The value of 3M’s methodologies is to take billions of data inputs, individual and abstract codes and help them tell a story that matters. This session will dive into our methodologies and how health plans use them to measure performance, reward efficiency and improve quality.

**3M 360 Encompass System Administrator Certification “Fast Track” – 3M 360 Encompass Management Applications**

Adam Rhodes, 3M 360 Encompass Technical Trainer, 3M HIS

In this session, we will look at a few tools to help manage the 3M 360 Encompass’s Configure HealthShare and WebCvConfig. We’ll also focus on data and merges to ensure good data is coming into the system.

**Achieving Top Performance with ED Diagnosis and CPT Procedures**

Panel: Kathy Holleran, RHIA, Assistant Vice President, Health Information Management, HCA/Parallon; Gwen Williams, Assistant Vice President, Health Information Management, HCA/Parallon; Patricia Cain, Health Services Center, Director, HCA/Parallon; June Wang, Quality Director, Centralized Coding Resource Management Team, HCA/Parallon

HCA achieved top-quartile precision and recall benchmark performance with ED diagnosis and CPT procedures. Join this dynamic panel of HCA experts to learn how they created a focused coding analysis team to leverage NLP and auto-suggestion, designed new team workflows, and used metrics to drive behavior change and identify improvement opportunities.

**Wednesday, July 31 - Breakouts and Training Tracks 1:00 P.M -2:00 P.M. (Pick one)**

**T1-05**

Driving Change with 3M Coding and Reimbursement Plus (CRS+) Custom Edits

James Chismark, DM, MBA, Sr. Product Manager, HealthIT PARC, Vanderbilt University Medical Center; Sandra Weakley, System Administrator, Vanderbilt University Medical Center

The team from Vanderbilt University Medical Center will share how they are using 3M’s CRS+ custom edits to increase awareness, improve workflow efficiency, improve quality, and decrease rework.

**T2-05**

Improving Service Line Performance with Data and a Plan

Pamela Stence, RN, BSN, MSN, CCDS, CDI Director, Sharp Healthcare; Stephen Houlahan, RN, BSN, MSN, MBA CCDS, CDIS Senior Specialist, Sharp Healthcare

Sharp Health Care’s CDI team works directly with hospital service-line stakeholders to improve quality metrics, increase coding specificity and drive accurate reimbursement. Close collaboration with the cardio-thoracic surgery service line, for example, revealed that physicians must specify “shock” for vasopressor-dependent patients to capture how critically ill these patients are. Sharp’s CDI team creates specific diagnostic criteria to guide physicians. Plus, engaged physicians document system-specific best practices to share with peers. The result is improved quality and financial outcomes.

**T3-05**

Maximizing 3M 360 Encompass Reports: A Case Study on Data-Driven Outcomes throughout the Enterprise

Tamara Hicks, RN, BSN, MHA, CCS, CCDS, ACM-RN, Director, Clinical Documentation Excellence, Wake Forest Baptist Health; Melinda Matthews, RN, BSN, MHA, CCDS, CDIP, AHIMA Approved ICD-10-CM/PCS Trainer, Manager, Clinical Documentation Excellence, Wake Forest Baptist Health
Explore how a large academic medical center created data-driven audit tools to ensure consistent performance throughout the health network. These tools serve as a foundational workflow, ensuring the alignment of processes, performance, and productivity outcomes across the enterprise (both existing facilities and newly purchased/adopted facilities). See how the team drills into data with 3M reporting tools to show objective productivity and program outcomes in each facility within the health system.

**Impacts and Benefits of a Remote Hosted Datacenter**  
**Sarah Wotruba, Senior Systems Analyst, Sharp Healthcare; Mark Murayama, Application System Analyst, Sr., Presbyterian Healthcare Services**

So, the healthcare company you work for wants to outsource your IT infrastructure to a hosting company in another state or country. What about 3M HDM and 3M 360 Encompass? Won’t the users suffer from timeouts and latency? How secure is the data transport between the coders and the backend infrastructure? How will this impact onsite and remote coders? How will we secure the data connections?

Join this session to discuss the challenges of going to a remotely hosted environment while simultaneously reducing risk by locking down server access. Discover how Sharp and Presbyterian Healthcare moved to a hosted datacenter and what the impact (and benefits!) were for the 3M HDM and 3M 360 Encompass environments.

**The New Audit Partnership: Coding Compliance and Auditing Using 3M 360 Encompass Code Audit System**  
**Jennifer Avery, RHIA, CCS, COC, CPC, CPC-I, Coding Manager, BJC Healthcare; Mary Jellinek, MS, RHIA, Manager, Coding Education and Quality, BJC Healthcare; Amanda Hyer, RHIA, RRT, CHC, Chief Product Owner 3M 360 Encompass Audit Expert System, 3M HIS**

This session will showcase how BJC Healthcare uses 3M technology to build and enhance a coding auditing and education program that meets the needs of both quality and compliance priorities. The BJC team will share how the organization uses 3M 360 Encompass, 3M HDM and 3M Audit Expert to identify patterns, trends, educational opportunities and measure performance. 3M’s Amanda Hyer will share insight and future plans to migrate 3M Audit Expert to the 3M 360 Encompass platform.

**3M CodeAssist Behind the Scenes: An Optimized Experience Story**  
**Terry Olenchuk, Software Development, 3M HIS; Jeffrey Lee, Senior Client Support Engineer, 3M HIS**

What happens to client data, from the time it leaves the client system, until results are returned? Get a deeper understanding of many of the high-level concepts of the application. Support engineering will review configuration options, how they help improve the user experience, and what you can do to make sure your configuration is fine-tuned to your organization’s needs. Development engineering will discuss the team’s internal actions that improve turnaround time of client requests, and process improvements to continuously provide a high-quality 3M CodeAssist experience.

**Prepping for Success: 3M 360 Encompass Professional Implementation Process, Strategy and Best Practices**  
**William Mickelson, MS, RHIA, Project Manager, New Product Acceleration, 3M HIS; Cal Jacklin, Software Development Specialist, 3M HIS; Sheldon Barlow, Outpatient Pro Fee Consultant, 3M HIS**

Know how to prepare your organization for a 3M 360 Encompass Professional implementation and how to support the ongoing administration and process management necessary for continued success. Topics covered will include:

- Business processes: What workflow changes are required?
- Interfaces: Inbound, outbound and the in-between
- Engaging upstream and downstream: The middle is the easy part
- Roll out: Orderly and gradual, rather than uncontrolled and chaotic
- Configurations: All the little stuff with the Napoleon complex to prove it
- Administration: Technical and operational as friends instead of foes

**Get in the Driver’s Seat: Real Cost Reduction and Improved Clinical Outcomes**  
**Jason Burke, Senior Director Data Informatics, 3M HIS**

The 3M Performance Matrix platform presents a whole new way to look at your information and spotlight real, actionable ways save money and influence care delivery. This session will steer attendees toward ways to get the most out of the technology, as well as how 3M works with organizations to drive sustainable improvements.
3M 360 Encompass System Administrator Certification “Fast Track” – Maintenance and Troubleshooting
Adam Rhodes, 3M 360 Encompass Technical Trainer, 3M HIS

There are many tools and resources available for managing 3M 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.

The Best of All Worlds: A Client’s Journey
Carrie Horn, MSHA, BBA, RN CNOR, CCDS, Director of Delivery Systems, CDI, Spectrum Health

Learn how Spectrum Health is leveraging strong partnerships with M*Modal, 3M and Epic to transform its Clinical Documentation Improvement (CDI) program by bringing CDI and coding closer together. In addition to 3M tools, Spectrum Health is utilizing M*Modal AI technology to engage physicians with real-time clinical intelligence using Computer-Assisted Physician Documentation (CAPD) and empower CDI Specialists with worklist prioritization and workflow automation. Hear more about the success Spectrum Health is achieving with the 3M and M*Modal combined portfolio in driving both CDI and coding outcomes.

Thursday, Aug. 1 - Breakouts and Training Tracks 7:00 A.M -7:55 A.M. (Pick one)

Baylor Scott & White Health: Driving a Comprehensive Clinical Documentation Strategy with 3M and M*Modal
Steven Kos, MHA, RHIA, Director of Information Services; Kevin Waldele, Clinical Application Specialist and HIM Analyst; Colleen Reeholm, Manager – RCIS HIM, Baylor Scott & White Health

Join this session to learn how Baylor Scott & White Health is driving a progressive clinical documentation strategy with 3M and M*Modal for enterprise-wide impact. With M*Modal Fluency Direct® front-end speech recognition, clinicians at Baylor Scott & White are able to quickly and easily create complete and accurate notes directly in the EHR for significant gains in productivity and quality. With 3M 360 Encompass, Baylor Scott & White is improving efficiencies and removing redundancies in back-end coding and CDI processes. Learn about the organization’s successful, and ongoing, journey with 3M and M*Modal to improve outcomes for physicians, coders and CDI specialists in both the inpatient and ambulatory care settings.

Thursday, Aug. 1 - Breakouts and Training Tracks 10:00 A.M -11:00 A.M. (Pick one)

3M Coding and Reimbursement System Tips and Tricks
Lori Matherne, RHIA, CCS, Sales Solution Executive, 3M HIS

Lori Matherne, RHIA, CCS, a former coder (not to mention a 3M optimization team member and current solutions sales executive), has visited hundreds of hospitals over the years. She knows when valuable functionality isn’t leveraged for optimal impact or when it’s ignored, or even used when it’s not needed. In this session, she will explore short cuts, tips to adjust settings for improved workflow, effective use of reference tools and much more.

The Journey to Sustained Results with Concurrent Coding
Indra Osi, RHIA, CHP, Director, Coding and Reimbursement, Cleveland Clinic; Nick Judd, MBA, RHIA, Director, Clinical Documentation Improvement, Cleveland Clinic

Concurrent coding (in theory) is a clear win-win for coding and CDI teams – with the promise of real-time collaboration, crucial to capturing a patient’s story in context. However, missteps during implementation can yield less than stellar results. This session provides an honest, down-to-earth look at Cleveland Clinic’s journey to concurrent coding. It will include both the failures and successes on the road to partnership with 3M and sustained positive results.
Batter Up with Codermetrics: Measuring Coder Success Beyond Accuracy and Productivity

Chris Flanagan, MS, RHIA, CCS, CHC, Sr. Director, Coding Education and Process Optimization, Tenet Healthcare

During the 20th century, a batter’s success in professional baseball was measured only by the batting average. Many analysts started to conclude that batting average alone was incomplete as it has no correlation to runs, and runs are what win ballgames. This eventually evolved to the concept of a “five-tool player,” where batting average is just one of the five categories measured.

As coding operational or compliance leaders, we have a similarly explosive wealth of data on coder performance available within the 3M 360 Encompass platform. Join Tenet Healthcare for an interactive discussion on some new ways to measure a coder’s success beyond accuracy and productivity and how baseball’s “five tools” might be applied to coder performance.

3M 360 Encompass System Manager

Mickey Barns, Product Analyst, 3M HIS

This is a session for those application administrators and IT personnel responsible for updating the 3M 360 Encompass Manager Release 2 and 3M 360 Encompass MD. The 3M 360 Encompass System Manager is a scalable application that can replace the system update tool as well as the manual processes used to update 3M 360 Encompass MD. It is a web-based application that can be used to install, update and manage all the deployed instances of 3M 360 Encompass R2 and 3M 360 Encompass MD in an enterprise from a single instance of the application. During this session, we will cover the architecture, use and maintenance of the system manager, as well as how it is configured to be aware of all environments, servers and installed applications. In this course, we will demonstrate using it to update 3M 360 Encompass MD and 3M 360 Encompass Release 2.

Super Report Writers Save the Day

Monica Fogle, Senior Applications Analyst, Wake Forest Baptist Health; Nena McMahill, Implementation Consultant, 3M HIS

Learn about the best practices of 3M HDM Reporter by way of examples from some of our top client report writers. How do clients use Reporter to carefully analyze their systems and address questions and issues in their healthcare institutions? We'll help you understand the skills and resources necessary to become intermediate and advanced report writers, including specific examples of institutional needs, responding reports, and the results in financial impact and coder productivity.

***This training is also highly recommended to anyone participating, or interested, in taking the 3M Health Data Management System Administrator Certification course. The information provided will be beneficial in preparing for the certification exam offered both online and during the Client Experience Summit. For more information, please contact the Education Team at 3mhiseducation@mmm.com.

Technology and Coders: Bridging the Gap with 3M CodeAssist

Hollee Hamilton, BS-OL, CPC, CPMA, CEMA, Coding Documentation Integrity Specialist, Texas Tech University Health Sciences Center; Rae Ann Rodriguez, CPC-I, CPC, CHISP, CEMA, Unit Manager, Clinical Transformation, Texas Tech University Health Sciences Center

As technology moves coding into the future, the traditional means of coding are still with us. We still need coders trained to use coding manuals and paper charts, but we need a team ready to tackle computer-assisted coding and all that comes with it. After our first year as a 3M CodeAssist and Code Monitor client, we learned some hard lessons about change management. Our experience showed that we needed to address some of our institutional issues, including the coder and coding behaviors, which were not conducive to future success. With our 3M project team’s assistance, we began to move in a positive direction, ending the fiscal year with record charges. Learn from our journey with 3M and integrating computer-assisted coding, and discover how we worked with our coders to transition into the digital world.

Back to Basics: The Elements of 3M 360 Encompass Professional

Charlie Bernstein, 3M 360 Encompass Professional Chief Product Owner, 3M HIS; Marcus Brown, Big Data Program Manager, 3M HIS

Calling all who want to learn the what, why, where and how of 3M 360 Encompass Professional. We’ll cover the basics and give you the scoop on the solution and how it works within the 3M 360 Encompass platform.
If You Build It (Data-Driven Reports), They Will Come (Value Boosts)  
*Kathy Messer, Vice President, State Programs, Independent Health; Bill Barrar, Engagement Leader, 3M HIS*

Data are widely accessible through a variety of metrics in the current dashboard culture, and using it to drive real value can be difficult to achieve. In this session, we will share best practices for using data to drive value, describe how to make data actionable through communication, drill-down capabilities, and data discovery and outline how data can be used to improve value through incentive alignment, transparency and accountability.

3M 360 Encompass System Administrator Certification “Fast Track” – Certification Exam Review  
*Adam Rhodes, 3M 360 Encompass Technical Trainer, 3M HIS*

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.

3M and Cerner: Continuing to Create Connections  
*Hannah Jones, BS, RHIA, Assistant Director, Health Information Management, Atrium Health; Tesha Grant, CPC, Manager Coding and AR Professional Services Billing & Collections, Roper St. Francis Healthcare; Lisa Black, Strategic Business Development Manager, 3M HIS; Stephanie Lawhorn, Strategist, Revenue Cycle Development, Cerner*

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, see where we’re aligned and what’s next. We’ll tackle the 3M Connection, hosting and integration and you’ll hear directly from several organizations on their success with 3M and Cerner, along with best practices to emulate. This session will also feature a Q&A session with 3M and Cerner subject matter experts.

Thursday, Aug. 1 Breakouts and Training Tracks 11:15 A.M - 12:15 P.M. *(Pick one)*

A Behind-the-Scenes Look at How 3M Nosology Manages the 3M 360 Encompass Inpatient NLP Engine  
*Marci Weyant, CCS, Inpatient Computer-Assisted Coding Nosology Development Lead, 3M HIS*

3M 360 Encompass is the most widely used computer-assisted coding solution in the United States. Do you want to see how 3M’s own nosology team manages the natural language processing (NLP) engine to capture accurate auto-suggested codes? Expert nosologist Marci Weyant will lead you through the decision-making process, giving you an insider view of the NLP engine rules that drive complex coding scenarios. You’ll learn how 3M nosologists view and collect data, confront difficult issues that arise and share recommendations with the Coding Clinic.

Workflow Ties Together CDI Priority, Evidence-Based Coding and Quality  
*Andrea Eastwood, BAS, RHIA, Director Clinical Encounter and Documentation Excellence, Trinity Health; Judy Moreau, RN, MBA, VP of Mid-Revenue Cycle, Trinity Health*

CDI functionality in 3M 360 Encompass provides powerful tools CDI specialists can use, but it takes an organization-wide, coordinated effort to put an integrated workflow in motion. Experts at Trinity Health will share how they tied together prioritized CDI, evidenced-based coding and validation of quality alerts into one integrated workflow for their CDI teams. Previous attempts to address these processes in separate phases brought only marginal success – an integrated workflow is crucial. Now Trinity sustains results with ongoing training for CDI teams, job shadowing and detailed reports on performance.

Bringing Worlds Together: Moving from Retrospective to Concurrent Reviews to Win the Quality Race  
*Laura Brammer, RHIT, Revenue Cycle Improvement Specialist - Health Information Management, Baylor Scott & White Health; Sheila Walker, RHIA, CHP, CCS, Director of Coding Education, Health Information Management, Baylor Scott & White Health*

In 2014, Baylor initiated a review process of its patient safety indicators (PSI)s. During this same time, CDI was integrated in the HIM department, bringing these two worlds together in a new way. This new expertise, along with 3M 360 Encompass, provided the process to identify early warning quality indicators in near real time. During this session, hear a firsthand experience of how Baylor moved from a retrospective process to a concurrent review process and how it impacted their quality indicators. You will also learn about their vision to expand the use of 3M 360 Encompass to further drive their quality initiatives.
3M 360 Encompass Advanced Trouble Shooting
Kevin Shelley, Client Solutions Engineer, 3M HIS; Rick Pope, Client Solutions Engineer, 3M HIS; Cassie Dardon, Client Solutions Engineer, 3M HIS

Join members of the 3M Escalation Solutions Team to go over tips and tricks for troubleshooting common issues experienced in 3M 360 Encompass. Troubleshooting can sometimes become overwhelming, so this presentation will discuss how to determine where to start, and tips to save time in the troubleshooting process.

3M HDM System Administrator Certification Exam
Adam Rhodes, 3M 360 Encompass Technical Trainer, 3M HIS

Take the 3M HDM final certification exam in a proctor lead, classroom setting. You will have 90 minutes to complete all 50 questions online. Please bring a computer with WIFI in order to access the exam, notes, etc. Paper exams will be provided if needed.

Let’s Talk 3M CodeAssist: User Open Mic and a Little Kahoot! Trivia
Douglas Bradley, Ph.D., Ambulatory Care Product Manager, 3M HIS; Donna Smith, CSPO, CSM, CPHIMS, Product Delivery Manager, 3M HIS

Calling all 3M CodeAssist and 3M Code Monitor users for a fun, open session where we’ll exchange knowledge, best practices, industry standards, listen to others’ experiences, hear the feedback, and more. We’ll utilize a fun tool called Kahoot! for a little trivia challenge and discussion.

Sending Clean and Compliant Codes Directly to Billing in 3M 360 Encompass Professional
Charlie Bernstein, 3M 360 Encompass Professional Chief Product Owner, 3M HIS; Andee Andriole, CMM, CPC, CPC-I, Manager Outpatient Solution Design, 3M HIS

Imagine if your coding system could review provider supplied codes, validate them, and send out a clean claim directly to the billing system without coder intervention. Join us as we share with you our rules-based ProMonitor, the direct-to-bill feature for 3M 360 Encompass Professional, and see what it can do for your organization.

Performance Management: A New Vision for Value
Jared McKee, Engagement Leader, 3M HIS

Many state health agencies and commercial health plans use 3M risk adjustment methodologies to publicly report hospital and provider performance, and/or align quality outcomes with financial incentives. In this session, we will focus on the 3M solutions for potentially preventable events for quality reporting and value-based payment.

3M 360 Encompass Administrator Certification “Fast Track” – Exam
Adam Rhodes, 3M 360 Encompass Technical Trainer, 3M HIS

You’ve got 60 minutes to show your level of expertise on 3M 360 Encompass with the new 3M 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.

WellStar Health System’s Journey to Operationalizing Capture and Reporting of HCCs Across the Organization
Amy Matz, CPhT, Senior Applications Analyst, WellStar Health System; Diana Ortiz, JD, RN, CCDS, CDIP, CDI Product Owner, 3M HIS; Brian Miller, MBA, RHIA, Health System Executive, 3M HIS

Find out how WellStar Health System is operationalizing capture and reporting of HCCs across the organization. WellStar is an early adopter of the 3M 360 Encompass ambulatory CDI solution. The WellStar team will use this solution to provide patient-specific information on potentially missing HCCs to physicians, coders and CDI staff. Through the use of 3M solutions, this information will be provided to users at the appropriate point within their workflow. WellStar will also outline the plans for the next phase of the project.