

3M Science.
Applied to Life.™

2022
**3M Client
Experience Summit**

July 18-21, 2022

Reflect. Reconnect. Reinvigorate.





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Welcome

Reflect. Reconnect. Reinvigorate.

Capture the moment



Welcome to the 2022 3M Client Experience Summit (CES). We are so excited to see you in person this week to **reflect**, **reconnect** and **reinvigorate** with your peers. We know that the pandemic has created many unique challenges that have impacted, and continue to impact, you and your organizations. This week, we've worked hard to provide you with not only valuable education, but also time to **reconnect** with your peers and **reinvigorate** your passion.

We hope that you take this time to learn from your peers and 3M experts. We are excited about our keynote speaker this year, in addition to our seven general sessions that cover various areas within the health care industry, and 29 breakout workshops covering facility coding, professional coding and clinical documentation integrity (CDI), along with services and training. You can earn continuing education credits (CEUs) for some of these sessions, so be sure to check out the agenda. There are no shortages for growth opportunities!

Finally, 3M wants to help you **capture the moment** and succeed at what you do best! 3M CES celebrates your successes and gives you opportunities to gather with your peers and friends to share experiences, best practices and innovative solutions to common challenges. Thanks again for attending one of our most exciting annual events.

If you have any questions, please reach out to Michael Rant, manager, industry relations for US and Canada at mrrant@mmm.com or 989-225-9755.

Garri Garrison

Garri Garrison
President

Special Events

Registration open

Monday, July 18
4 – 7 p.m.

Pick up your packet at the registration area outside the Grand Ballroom.

Welcome reception

Monday, July 18
6 – 8:30 p.m.

2022 3M Client Experience Summit (CES) welcome reception

Join your friends and colleagues in the Center Courtyard for an evening of fun and relaxation.

Use this time to **reconnect** with friends!

Opening keynote

Tuesday, July 18
8:45 – 9:45 a.m.



Scott Burrows

This year's opening keynote speaker has an unforgettable, life changing story that proves that limits can be exceeded, barriers broken and that no circumstance can ever destroy the power of the human spirit.

Former Florida State football player and black belt kick boxing champion Scott Burrows' life changed dramatically when he was involved in a automobile accident, leaving him paralyzed from the chest down. Despite his grim diagnosis, he refused to be sidelined. Scott resolved to thrive in his life and has achieved results that astonished doctors, therapists, family and friends.

Today, Scott is a wheelchair athlete and best selling author of *Vision Mindset Grit: How to Stand Up When Life Paralyzes You*.

3M Science Fair

Tuesday, July 19 | 6 – 9 p.m.

Join us for a unique networking opportunity and learn about the latest and greatest in 3M software and services, while enjoying food and beverages with your peers. Talk with 3M experts and share your thoughts on what improvement could look like at your organization.

Wednesday, July 20 | 12 – 1:30 p.m.

Use the extra time during today's lunch to meet and connect with the experts at our 3M Science Fair.

Day 1

Tuesday
July 19, 2022

8 - 8:45 a.m. Welcome to the 2022 3M CES

Welcome to our annual 3M CES! We are excited for you to join us this week to **reflect, reconnect** and walk away **reinvigorated**.

Garri Garrison, RN, President, 3M HIS

8 – 8:45 a.m.	Welcome to the 2022 3M CES
8:45 – 9:45 a.m.	2022 3M CES opening keynote speaker
9:45 – 10 a.m.	Break
10 – 11 a.m.	General session: The power of connection
11 – 11:15 a.m.	Break
11:15 a.m. – 12:15 p.m.	General session: Revolutionize your operations with the new priority worklist and a move to the cloud
12:15 – 1:15 p.m.	Lunch
1:15 – 2:15 p.m.	Breakout session 1 <ul style="list-style-type: none"> ● Your issues, your solution. Addressing coding challenges through a unique prebill review process ● Be "in the know" with 3M nosology support ■ A critical element in CDI operations: Workflow prioritization ■ Building a resilient and adaptable CDI program ◆ 2022 updates for technology, architecture, requirements and sciences
2 – 2:15 p.m.	Break
2:30 – 3:30 p.m.	General session: Health care policy: Turning goals into reality
3:30 – 3:45 p.m.	Break
3:45 – 4:45 p.m.	Breakout session 2 <ul style="list-style-type: none"> ● CPT® coding for everything neuro with Dr. Z ● Tune your 3M™ 360 Encompass™ Professional System like a pro! Post-implementation management and product roadmap ■ Finding hidden jewels in priority and impact despite COVID-19 waves ◆ 3M 360 Encompass in the cloud: Moving out of the data center and into the cloud ◆ The key to success: In-house adoption services committed to technology utilization
4:45 – 6 p.m.	Break
6 – 9 p.m.	3M Science Fair

Day 2

Wednesday
July 20, 2022

Day 3

Thursday
July 21, 2022

8 - 8:30 a.m. Welcome to day two

Join us as we recap day one and talk about the exciting things ahead today.

Bob Trocchi, Vice President Sales, 3M HIS

8 – 8:30 a.m. Wrapping up 2022 3M CES

As we **reflect** on this week, we hope that you had a chance to **reconnect** with your peers and friends to share experiences, best practices and innovative solutions to shared challenges. We hope that you walk away from this year's 3M CES **reinvigorated** and ready to succeed! We will recap the week and share details about our last day.

Michael Rant, RHIA, Manager, Industry Relations, U.S. and Canada
Bob Trocchi, Vice President Sales, 3M HIS

8 – 8:30 a.m.	Welcome to day two
8:30 – 9:30 a.m.	General session: A culture of quality
9:30 – 9:45 a.m.	Break
9:45 – 10:45 p.m.	General session: 3M autonomous coding: Combining clinical expertise and artificial intelligence
10:45 – 11 a.m.	Break
11 a.m. – 12 p.m.	Breakout session 1 <ul style="list-style-type: none">● Coding with confidence at Franciscan Health: The building blocks to an autonomous experience● Driving evidence-based coding utilization in 3M 360 Encompass through training, expectation setting and reporting■ CDI ask the experts: Best practices for thinking and planning for success■ The power behind 3M's enhanced CDI worklist prioritization◆ Self-service reporting (SSR): An overview and what is on the horizon
12 – 1:30 p.m.	Lunch and 3M Science Fair
1:30 – 2:30 p.m.	General session: Do not stop at the feet: Address social determinants of health (SDoH) for improved outcomes
2:30 – 2:45 p.m.	Break
2:45 – 3:45 p.m.	Breakout session 2 <ul style="list-style-type: none">● PeaceHealth sees outstanding results by bringing professional services coders together in one integrated approach● Comprehensive compliance through an integrated review and audit process■ Code prioritization and sequencing: Telling the complete patient story■ CDI success, satisfaction in three short months: Inside University of Miami Health System's AI adoption strategy◆ Unique ways to get the most of our educational offerings◆ What you do not know (or audit) may hurt your quality scores
3:45 – 5:15 p.m.	Free time – please be on the bus by 5:15 p.m.
5:15 – 9:15 p.m.	Awards & celebration

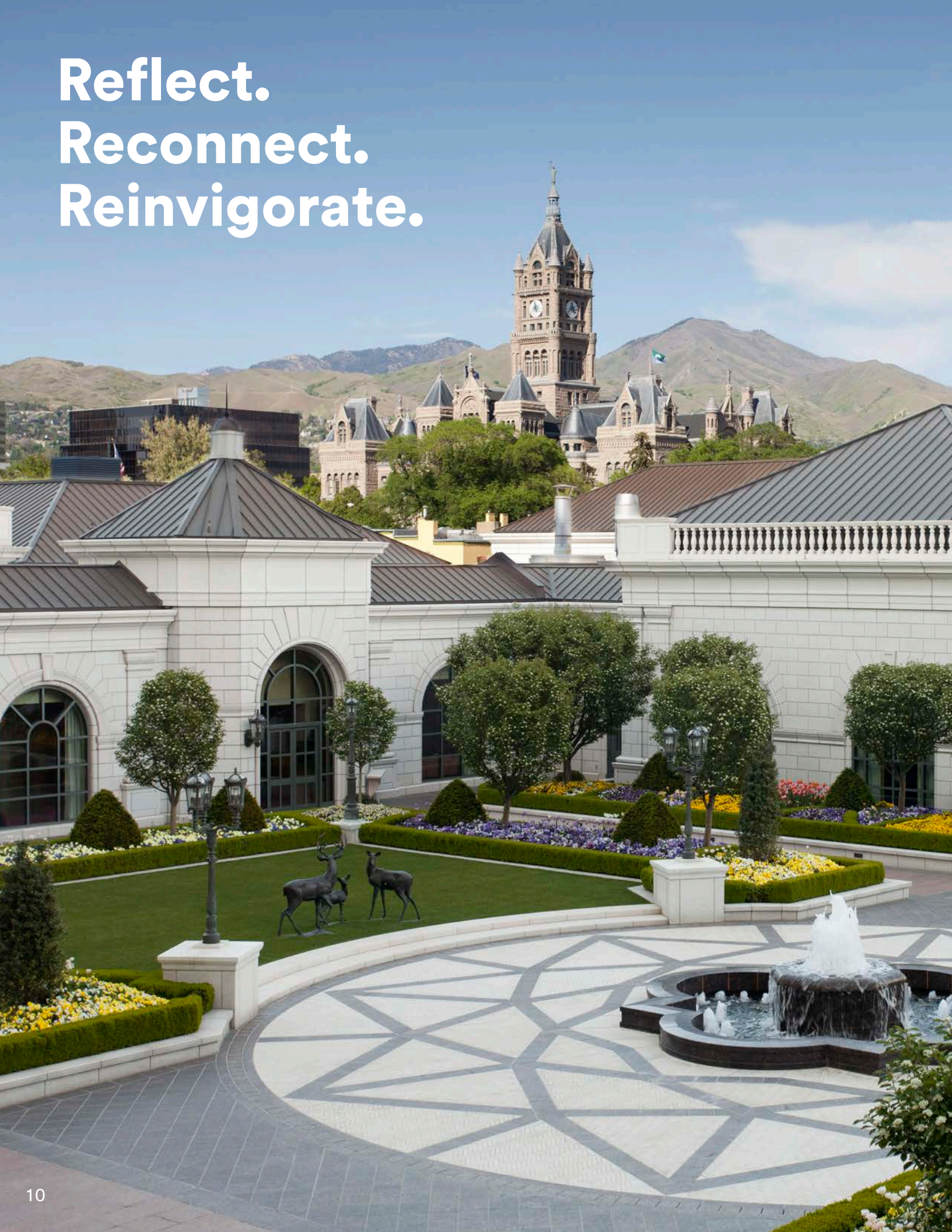
8 – 8:30 a.m.	Wrapping up the 2022 3M CES
8:30 – 8:45 a.m.	Break
8:45 – 9:45 a.m.	Breakout session 1 <ul style="list-style-type: none">● 3MSM CodeAssistSM System panel: Improving compliance and charge capture in the ambulatory setting● CAC master class: Improve quality and productivity in CAC for outpatient and professional fee services■ Building upon inpatient success to move into outpatient CDI■ As the quality landscape evolves, so must your CDI program◆ Leveraging 3M pediatric-specific performance data monitoring (PDM) reports for children's hospitals
9:45 – 10 a.m.	Break
10 – 11 a.m.	Breakout session 2 <ul style="list-style-type: none">● 3M ProMonitor direct-to-bill: Focus areas for success and other tips and tricks■ Intermountain Healthcare benefits from standardizing CDI operations, technology systemwide◆ Physician engagement the difference between good and great
11 – 11:15 a.m.	Break
11:15 a.m. – 12:15 p.m.	General session: Operationalizing HCCs in your practice: A framework for success
12:15 – 12:30 p.m.	Closing thoughts on CES 2022
12:30 – 1 p.m.	Box lunch

12:15 - 12:30 p.m. Closing thoughts on 2022 3M CES

As 3M CES comes to a close, join us as we share our final comments on this year's event. We look forward to seeing everyone at our 2023 3M CES. Our goal is that you will be **reinvigorated** after having the time to **reflect** and **reconnect** with your peers this year.

Bob Trocchi, Vice President Sales, 3M HIS

Reflect.
Reconnect.
Reinvigorate.



General tracks

General sessions will include thought provoking and inspiring keynotes, real world success stories in transforming the capture to code experience, and exciting deep dives into the latest and greatest technology coming from 3M. You don't want to miss these sessions!

The power of connection

Tuesday, July 19 | 10 – 11 a.m.

Life is driven by connection. Discover the value of connecting technology, data and workflows from capture to code. We will explore the capabilities of today and the roadmap to tomorrow. Hear how organizations achieved unprecedented clinical documentation integrity (CDI) and coding efficiency, while providing physicians more time to care—all with one partner.

- Heather Wilson**
MPH, RHIA, CRCR, Senior Director of Revenue Cycle Mid-Service, Michigan Medicine
- Liz Guyton**
CPA, Vice President, 3M HIS Division, U.S. and Canada

- Ruth Lutes**
MS, RHIA, Revenue Cycle Director of Inpatient Facility Coding, CDI and Cancer Registry, Michigan Medicine

Revolutionize your operations with the new priority worklist and a move to the cloud

Tuesday, July 19 | 11:15 a.m. – 12:15 p.m.

3M™ 360 Encompass™ System is now in the cloud. Hear how a cloud first implementation strategy can drive operational efficiencies. Additionally, a powerful new suite of incredibly responsive, actionable insight tools and clinically driven, visually stunning priority worklists awaits your team. See a sneak peak of this exciting upgrade through University of Miami Health System's adoption.

- Tiara Minor**
RN, BSN, CCDS, Senior Manager, CDI, University of Miami Health System
- Steve Austin**
3M 360 Encompass Innovation Manager, 3M HIS

- Mike Gooch**
Revenue Cycle Managed Services Business Manager, 3M HIS

Health care policy: Turning goals into reality

Tuesday, July 19 | 2:30 – 3:30 p.m.

Policymakers today seek a patient centered, value-based health care system through interoperability policies, value-based payment, and social influencers of health and health inequities. During this session we will review national policy trends, a real world view of 3M HIS policy efforts and a discussion of steps to move us closer to the health care vision of the future.

- Megan Carr**
Vice President of Regulatory and Government Affairs, 3M HIS







- Kim Aiello**
MHA, MS, FACHE, Public Markets Business Director, 3M HIS

General track (cont.)

A culture of quality

Wednesday, July 20 | 8:30 – 9:30 a.m.

A diversity of quality measures and objectives now abound across care organizations. Disconnects on what can be controlled through documentation often exist between quality, CDI and coding. Learn from a panel of organizations who have tackled this broad quality landscape through proactive, connected tools and a culture driven by quality.

-  **Tamara A. Hicks**
BSN, MHA, RN, CCS, CCDS, ACM-RN, CCDS-O, Director Clinical Documentation Excellence, Atrium Health Wake Forest Baptist
-  **John Arbuckle**
RN, CCDS, System Director – CDI, PeaceHealth
-  **Jeremiah Garcia**
RHIT, CHPS, CHC, HI-FIVE, Director of Clinical Documentation and Coding Integrity, Boston Medical Center
-  **Michelle McCormack**
RN, BSN, CCS, CCDS, CRCR, CDI Director, Stanford HealthCare
-  **Cheryl Manchenton**
BSN, RN, Senior Inpatient Consultant, 3M HIS
-  **Julie Salomon**
Revenue Cycle Growth Manager, BSN, RN, 3M HIS

3M autonomous coding: Combining clinical expertise and artificial intelligence

Wednesday, July 20 | 9:45 – 10:45 a.m.




What if your coders did not have to touch routine simple cases? How would your organization be transformed by confidently automating qualified visits? Join us to hear how you can compliantly automate simple visits and why Avera Health chose to partner with 3M for its autonomous coding goals.

-  **Kathy Dorale**
RHIA, Vice President of Health Information Management, Avera Health
-  **Brittney Luze**
RHIT, CCS, Health Director of Coding Services, Avera Health
-  **Jason Burke**
Vice President of Revenue Cycle, 3M HIS
-  **David Bacon**
Revenue Cycle Content Innovations, 3M HIS
-  **Nathan Carver**
MBA, Growth Manager, 3M 360 Encompass CAC, Coding Compliance and Abstracting, Agile-Certified Product Owner, 3M HIS

Do not stop at the feet: Address social determinants of health (SDoH) for improved outcomes

Wednesday, July 20 | 1:30 – 2:30 p.m.

We know that many health outcomes are influenced by a person's social circumstances, yet our systems are not designed to understand nor address patient SDoH. Learn how to enhance the understanding of your population's social risk and how PeaceHealth has addressed social risk related health outcomes.

-  **Cassi Birnbaum**
MS, RHIA, CPHQ, FAHIMA, Senior Enterprise Director HIM, Coding and CDI, PeaceHealth
-  **Melissa Clarke**
MD, CMQ, Senior Medical Director, Health Care Transformation and Health Equity, 3M HIS
-  **Diana Ortiz**
JD, RN, Senior Manager of Global Clinical and Coding Content, 3M HIS

Operationalizing HCCs in your practice: A framework for success

Thursday, July 21 | 11:15 a.m. – 12:15 p.m.

Physician practices recognize the role hierarchical condition categories (HCCs) play in successfully managing populations and risk-based contracts. Many struggle with creating and implementing an effective and sustainable program. This discussion will outline key strategies and practical tools that can be leveraged to implement and operationalize accurate HCC capture as well as provide recommendations for program management, stakeholder communication and training.

-  **Beth Wolf**
MD, CPC, CCDS, 3M Physician Consultant
-  **Colleen Deighan**
RHIA, CCS, CCDS-O, Outpatient Services, 3M HIS

Coding track


This year's coding track combines facility inpatient, outpatient, professional services coding and ambulatory coding into one track. Learn what's new with our computer-assisted coding (CAC) solutions, prebill and auditing solutions, and hear from your peers and 3M experts about best practices in implementation, utilization and processes; all to help streamline your revenue cycle and bring those learnings back to your organizations.

Your issues, your solution. Addressing coding challenges through a unique prebill review process

Tuesday, July 19 | 1:15 – 2:15 p.m.

Coding edits are common. The key is to know how and when to use them to improve your coding challenges and still minimize edit fatigue and overload. Learn how HCA Parallon applied custom actionable edits to focus on qualitative and quantitative results to improve its coding process.


 **Gwen Williams**
CCS, Special Project Director, HCA Parallon


 **Sally Roland**
MS, RHIA, CCS, Coding Operations Manager, HCA Parallon

Be “in the know” with 3M nosology support

Tuesday, July 19 | 1:15 – 2:15 p.m.

Join us for an information packed presentation. Our 3M nosologists will review complex cases and frequently asked questions that have been submitted for our team to review. We will discuss CPT and procedural classification system (PCS) coding for flaps and grafts, CPT coding for hysterectomy procedures, as well as PCS coding guidelines. This is a presentation you will not want to miss!


 **Michele Taylor**
RHIT, CCS Senior Nosology Services Analyst, 3M HIS

 **Rauna Gale**
RHIA, Nosology Services Analyst, 3M HIS

CPT coding for everything neuro with Dr. Z

Tuesday, July 19 | 3:45 – 4:45 p.m.

Back by popular demand! Join Dr. David Zielske (Dr. Z) reviews coding for catheter-based neuro-diagnostic and interventional procedures.

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

Tune your 3M™ 360 Encompass™ Professional System like a pro! Post-implementation management and product roadmap

Tuesday, July 19 | 3:45 – 4:45 p.m.

In this session, the team will walk you through the worklist administration, reports, rollout challenges and how to overcome them, and other system tuning best practices. Then the team will give an overview of what is to come, including updates on vendor integration, code confidence for professional services, and an open mic to hear your feedback and questions for the product team.

 **Cal E. Jacklin**
Chief Product Owner, 3M HIS

 **Nate Adams**
Product Owner, 3M HIS


 **Will Mickelson**
MS, RHIA, Product Owner, 3M HIS

 **Rick Pope**
Product Owner, 3M HIS


Coding with confidence at Franciscan Health: The building blocks to an autonomous experience

Wednesday, July 20 | 11 a.m. – 12 p.m.

Codes auto dropped and ready for final coder acceptance? Why, yes. Join us to learn how 3M code confidence, the newest feature of 3M 360 Encompass, makes it even easier and faster to accept confident final codes. Learn how Franciscan Health successfully implemented this feature and is preparing its coders for a future autonomous experience with impressive results.

 **Heather Taillon**
RHIA, System Director Corporate Coding,
Franciscan Health


 **Dawn Matheson**
RHIA, Corporate Specialty Coding Manager,
Franciscan Health


 **Chris Hartman**
PMP, CSPO, Chief Product Owner, 3M HIS


Driving evidence-based coding utilization in 3M 360 Encompass through training, expectation setting and reporting

Wednesday, July 20 | 11 a.m. – 12 p.m.

This conversation will highlight Trinity Health coders' journey as they learn to rely on two key features of 3M 360 Encompass when coding. Key reports to run, share and expectation setting will also be covered.

 **Wanda Feick-Chall**
RHIT, CSS, CRCR, Revenue Excellence Coding
and Audit Teams Manager, Trinity Health

 **Kristin Balint**
MSA, RHIT, Audit Supervisor, Trinity Health

 **Andy Sager**
RHIA, Client Success Executive, 3M HIS

Coding track (cont.)

PeaceHealth sees outstanding results by bringing professional services coders together in one integrated approach

Wednesday, July 20 | 2:45 - 3:45 p.m.

PeaceHealth's professional coding department struggled with coders using a manual reporting system, leading to inconsistent patterns, high denial rates, reconciliation issues and coding quality concerns. By incorporating 3M 360 Encompass Professional into its professional services coding workflow, PeaceHealth saw outstanding results. Learn about PeaceHealth's adoption process, analyze results and its outlook for the future.



Comprehensive compliance through an integrated review and audit process

Wednesday, July 20 | 2:45 - 3:45 p.m.

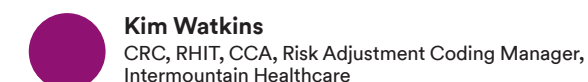
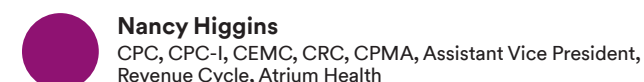
A comprehensive compliance program incorporates both a prospective review and retrospective audit process. Combining these efforts effectively reduces coding errors on the front end, and still provides the insights and trends needed for a retrospective audit. Learn how Michigan Medicine integrated the **3M™ 360 Encompass™ Audit Expert System** to manage prebill reviews and retrospective audits to create a more comprehensive compliance program.



3MSM CodeAssistSM System panel: Improving compliance and charge capture in the ambulatory setting

Thursday, July 21 | 8:45 – 9:45 a.m.

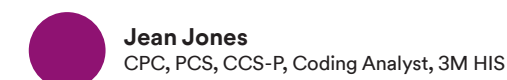
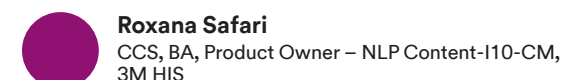
Calling all 3M CodeAssist users! We have gathered a great panel of super users who will discuss how they are using **3MSM CodeMonitorSM System** to capture and evaluate HCC codes, as well as improve billing accuracy and coding compliance. Panelists will share real world examples of how they are targeting areas of improvement and provide actionable feedback to their providers.



CAC master class: Improve quality and productivity in CAC for outpatient and professional fee services

Thursday, July 21 | 8:45 – 9:45 a.m.

This session will show 3M 360 Encompass users how to unlock the secrets of getting the best and most accurate auto-suggested CPT, Healthcare Common Procedure Coding System (HCPCS) and ICD-10-CM codes for your outpatient and physician services. It will also show you how to leverage auto-suggested codes to increase coder productivity and maintain accuracy and compliance.



3M ProMonitor direct-to-bill: Focus areas for success and other tips and tricks

Thursday, July 21 | 10 – 11 a.m.

In 3M 360 Encompass Professional, the 3M ProMonitor feature allows you to send provider codes directly to billing, without coder review. Establishing the pre-qualification criteria and setting up the rules is crucial for an optimal experience. In this session we'll share the focus areas for success, rule examples, workflow variances, pitfalls to avoid and much more.



Clinical documentation integrity (CDI) track

This year's CDI track combines the critical elements facing today's CDI staff. Learn what's new with our CDI solutions and hear from your peers and 3M experts' best practices in implementation, utilization and processes; all to help streamline your CDI program and bring those learnings back to your organizations.

A critical element in CDI operations: Workflow prioritization

Tuesday, July 19 | 1:15 – 2:15 p.m.


It is no secret that health care is undergoing a drastic transformation impacting the CDI profession. By leveraging CDI prioritization software tools that implement new methodologies and technologies, organizations can ensure that they are utilizing prioritized workflows focusing on the cases identified down to the diagnosis related group (DRG) level. This focuses on cases identified by the organization with the greatest impact that can be customized and manipulated with the transforming health care environment.


 **Mark LeBlanc**
RN, MBA, CCDS, Manager, CDI, Stanford Health Care

Building a resilient and adaptable CDI program


Tuesday, July 19 | 1:15 – 2:15 p.m.

How do you prepare for and develop a resilient CDI program? COVID-19, drastic swings in staffing and increasing responsibilities placed on your CDI teams are just a few things impacting CDI programs. Hear from our panel of experts as they discuss how they prepared to weather the volatility and changing health care landscape.

 **Charlene Beal**
Senior Manager Consulting Services, 3M HIS

 **Marie Mathieu**
MS, RN, NE-BC, CDIP, CCDS, Vice President, Network Clinical Documentation, Hackensack Meridian Health Network


 **Johanne "Jo" Brautigam**
BSN RN CCDS, Ensemble Health Partners

 **Mindy Davis**
RHIT, CDIP, CCDS, CCS, Director, Clinical Documentation Excellence and Coding Integrity, Valley Health

Finding hidden jewels in priority and impact despite COVID-19 waves

Tuesday, July 19 | 3:45 – 4:45 p.m.

During the waves of COVID-19, the CDI leadership at Piedmont Healthcare took their CDI game to the next level by implementing 3M's hidden jewels - CDI priority worklist and impact return on investment (ROI). During this session learn how priority worklists provided the most impactful cases to improve documentation, how impact ROI simplified the reconciliation process rewarding CDI teams with impactful query jewels. Despite the COVID-19 jungle, Piedmont captured a true gem with a 20 percent increase in impact.

 **Gail Higle**
BS, BSN, RN, CCDS, Manager of CDI, Piedmont Healthcare

CDI ask the experts: Best practices for thinking about and planning for success


Wednesday, July 20 | 11 a.m. – 12 p.m.

Our experts represent a variety of product expertise including 3M™ M*Modal CDI Engage One™, 3M 360 Encompass CDI and our consulting services team. Attendees will have the opportunity to ask questions live during the session.

 **Kaitlyn Crowther**
Chief Product Owner – 3M CDI Engage One, 3M HIS

 **Julie Salomon**
BSN, RN, Chief Product Owner – 3M 360 Encompass CDI, 3M HIS


 **Cheryl Manchenton**
RN, Product Manager, Quality Services Lead, 3M HIS

 **Audrey Howard**
RHIA Senior Auditor, Compliance and Audit Services, 3M HIS

The power behind 3M's enhanced CDI worklist prioritization

Wednesday, July 20 | 11 a.m. – 12 p.m.

This session will highlight 3M's powerfully re-engineered, redesigned and cloud native suite that addresses performance, scalability and managing workflows in 3M 360 Encompass. 3M 360 Encompass management views provide up-to-the-minute snapshots of the work flowing through 3M 360 Encompass in the way you want to see it.


 **Steve Austin**
3M 360 Encompass Innovation Manager, 3M HIS

Code prioritization and sequencing: Telling the complete patient story

Wednesday, July 20 | 2:45 - 3:45 p.m.

Representing the complexity of patient populations is key to impacting revenue and quality. The challenge? Describing the complete patient encounter within a finite set of diagnosis codes. Learn how CDI and coding teams are working together to use advanced technology to automatically sequence and focus on risk predictors and quality indicators early in their workflow to bring the most impactful codes into the top 25.

 **Jennifer Nicholson**
M.Ed., RHIA, CCS, CCDS, CDIP, RRT, Director Hospital Coding, Duke University Health System

 **Debbie Squatriglia**
BSN, MS, MBA, CDIP, CCDS, Director Clinical Documentation Integrity, Duke University Health System

 **Debra Hall**
RHIA, CCS, Director Health Information Management, Hackensack Meridian Health

Clinical documentation integrity (CDI) track (cont.)

CDI success, satisfaction in three short months: Inside University of Miami Health System's AI adoption strategy

Wednesday, July 20 | 2:45 - 3:45 p.m.


This session will be an inside look into University of Miami Health System's go live with **3M CDI Engage One** and how the team is generating results. From efficiency gains using advanced prioritization and automation and CDI teams who have embraced streamlined, AI-supported workflows, see how University of Miami Health System adopted a strategy for success and continuous improvement.


 **Tiara Minor**
RN, BSN, CCDS, Senior Manager, CDI,
University of Miami Health System

Building upon inpatient success to move into outpatient CDI

Wednesday, July 20 | 2:45 - 3:45 p.m.

UC Davis is building on its success with inpatient CDI to extend to outpatient. Using **3M™ M*Modal HCC Management**, UC Davis can review more cases and prioritize its work based on HCC capture and related risk adjustment factor scores. Tami McMasters-Gomez will share her experience and key considerations needed to align a successful outpatient CDI program within a health care organization.


 **Tami McMasters-Gomez**
BS, CCS, CCS-P, CDIP, CCDS (MHL), Director,
Coding and CDI Services, UC Davis


 **Scott Fehrt**
Manager, Physician Advocate Program, UC Davis


As the quality landscape evolves, so must your CDI program


Thursday, July 21 | 8:45 – 9:45 a.m.

Atrium Health Wake Forest Baptist identified the need and opportunity to focus on quality scores. The transparency and evolution of the quality space left the clinical documentation excellence (CDE) team needing to act quickly. Hear from the multidisciplinary team of coding, CDE and quality who collaborated to change their approach to meet these new challenges and improve quality scores.

 **Tamara A. Hicks**
BSN, MHA, RN, CCS, CCDS, ACM-RN, CCDS-O,
Director, Clinical Documentation Excellence,
Atrium Health Wake Forest Baptist

 **Jocelyn A. Bombay**
MSN, MHA, BSN, RN, CCDS, Team Leader,
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 **Vicki Galyean**
RN, BSN, CCDS, Team Leader, Clinical Documentation
Excellence, Atrium Health Wake Forest Baptist

 **Erik C. Summers**
MD, FACP, Chief Medical Officer,
Atrium Health Wake Forest Baptist


 **Cheryl Manchenton**
BSN, RN, Senior Inpatient Consultant, 3M HIS

Intermountain Healthcare benefits from standardizing CDI operations, technology systemwide

Thursday, July 21 | 10 – 11 a.m.

Ensuring appropriate staffing for important functions like CDI can be challenging. Technology can help CDI expand from large acute care sites to community and rural facilities—but smaller facilities often are not staffed appropriately for CDI, nor incorporated into the CDI model. Join Intermountain to learn how it managed these challenges, extended CDI and engaged physicians in ideal workflows systemwide.

 **Kearstin Jorgenson**
Physician Advisory Director, Intermountain Healthcare

 **Kory Anderson**
M.D., Medical Director of Physician Advisor Services,
CDI and Quality, Intermountain Healthcare

Services and training track

This year's services and training track will cover education and technology services that are here to support your CDI, coding and technologies. During this track you will learn how to build better relationships with customers, learn about available training resources, align with organization strategies, and learn about best practices and use cases.

2022 updates for technology, architecture, requirements and sciences

Tuesday, July 19 | 1:15 – 2:15 p.m.

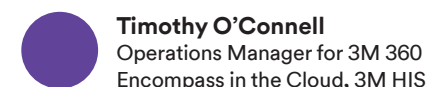
Join Troy Kennedy as he discusses the technology trends for 2022. Learn about the end-of-life transition for Windows 2002/SQL 2008, moving from Internet Explorer to Microsoft Edge and Chrome, the transition from Hyperdrive to Hyperspace for Epic clients, clinical AI changes and much more.



3M 360 Encompass in the cloud: Moving out of the data center and into the cloud

Tuesday, July 19 | 3:45 – 4:45 p.m.

Take a journey with us as we talk about the 3M 360 Encompass migration to the cloud. Learn about the process, the benefits of moving to the cloud and best practices to make migration easier.



The key to success: In-house adoption services committed to technology utilization

Tuesday, July 19 | 3:45 – 4:45 p.m.

To help health care organizations and physicians capitalize on its advanced technology, 3M provides in-house highly skilled clinical documentation expert adoption services. Learn how this service can help your CDI, coding and physician teams' adoption and proficiency as they design optimal workflow and deliver at-the-elbow-physician training and support while aligning with organizational goals.



Self-service reporting (SSR): An overview and what is on the horizon

Wednesday, July 20 | 11 a.m. – 12 p.m.

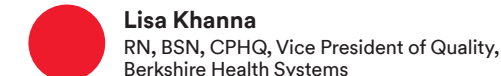
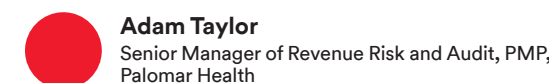
Join us as we dive into the ins and outs of SSR dynamic reporting and analytics, as well as the future of this reporting solution. We will explore factors to consider when running and modifying reports most effectively including, utilization of some of the most adopted reports, resources available to users, and troubleshooting scenarios users may encounter in the system.



Unique ways to get the most of our educational offerings

Wednesday, July 20 | 2:45 - 3:45 p.m.

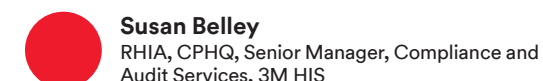
Educating, training and onboarding your CDI, coding and quality staff is a huge task. Onboarding staff with various levels of experience, creating education and training that engages staff and having the resources to implement are just a few problems teams face. Learn from our panel of experts about how they have found unique and diverse ways to use 3M services to help meet your education needs.



What you do not know (or audit) may hurt your quality scores

Wednesday, July 20 | 2:45 – 3:45 p.m.

Skeptical that another audit can improve your organization's quality scores? Join us as 3M experts walk through the often overlooked components that may impact your scores. Learn about the importance of looking beyond the codes as we showcase examples and actual results.



Services and training track (cont.)

Leveraging 3M pediatric-specific performance data monitoring (PDM) reports for children's hospitals

Thursday, July 21 | 8:45 – 9:45 a.m.

Your benchmarking and reporting are only as good as the data you compare to, but it is often difficult to get to the specificity that will make an impact. Hear from Advocate on how unique characteristics in the 3M's pediatric PDM reports help drive organization changes, specifically focusing on unspecified codes.



Lana Proffitt

RN, BSN, CCDS, Multisite Manager, Clinical Documentation Improvement Advocate Lutheran General Hospital, Advocate Children's Hospitals – CHMC and Park Ridge Campus

Physician engagement: The difference between good and great

Thursday, July 21 | 10 – 11 a.m.

Physician engagement can make or break your CDI program. Physicians play a vital role in the continued and sustained improvement of your CDI programs. But often, it can be challenging to engage with them on a meaningful level to educate, train and get buy in. Hear from our panel of experts as they discuss unique ways to promote physician engagement at their health systems.



Nicole Stenberg

Director, Clinical Documentation and Coding Excellence, Clinical Revenue Cycle ProMedica Acute and Providers Care Division



Erik C. Summers

MD, FACP, Chief Medical Officer, Atrium Health Wake Forest Baptist



Beth Wolf

M.D., CPC, CCDS, Medical Director, Health Information Management, Roper St. Francis Healthcare



Sue Belley

RHIA, CPHQ, Senior Manager, Compliance and Audit Services, 3M HIS

3M CES FAQs

Where can I register?

[Click here](#) to go to our official registration page.

Who should attend the 2022 3M CES?

3M Health Information Systems (HIS) hosts 3M CES each year. 3M CES is the premier health information management event for 3M HIS clients and association partners. We encourage coders, CDI specialists, information technologists, managers, directors, executives and anyone else interested in improving their organization's use of health information technology to attend.

Who is presenting and what topics will be covered?

Our goal is to make sure you get the most out of this year's 3M CES event, not only through education opportunities, but networking with fellow colleagues and 3M HIS experts. This year's event will be held in person in Salt Lake City. You can look forward to live networking, live presentations, including Q&A, and special events like our popular 3M Science Fair.

This year's event will include industry leaders from health care organizations across the country, as well as 3M HIS leaders sharing their stories and our latest vision. In addition to a compelling and inspiring keynote speaker, we will have breakout sessions for education and training in facility coding, CDI, professional coding and technology.

How can I connect with other attendees?

We know that everyone enjoys the networking opportunities that are a big part of 3M CES each year. This year, you will have access to our 3M CES app.

Will CEUs be offered this year?

We will once again be offering CEU's for AHIMA, ACDIS and AAPC. We will track your session attendance and provide you with your CEU certificate(s) according to your participation.

How can I present at 3M CES next year?

Our goal is to have as many clients participate at our annual event and look forward to having you consider presenting in 2023. Our post-event survey will provide an opportunity for you to let us know you're interested. We'll follow up in early 2023 with presentation submission details and deadlines, so be on the lookout. You can also contact Michael Rant at mrrant@mmm.com with any specific questions.

Who do I contact for more information on this year's 3M CES?

For more information about this year's 3M CES, please reach out to Michael Rant, manager, industry relations U.S. and Canada at 989-225-9755 or mrrant@mmm.com.



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Published 04/22