2022
3M Client Experience Summit
July 18-21, 2022

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Welcome

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
President
Special Events

Registration open
Monday, July 18
4 – 7 p.m.

Welcome reception
Monday, July 18
6 – 8:30 p.m.

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

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 19
8:45 – 9:45 a.m.

Former Florida State football player and black belt kickboxing champion Scott Burrows’ life changed dramatically when he was involved in an 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.

Celebrating our clients
Wednesday, July 20 | 5:15 - 10 p.m.

Join us for an unforgettable evening at the beautiful La Caille restaurant located on 20 elegant acres at the mouth of Little Cottonwood Canyon. Always a client favorite, enjoy an evening of dinner, drinks and entertainment while taking in the exceptional view. Don’t miss out on this fun and exciting event!

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

7 a.m. – 4:30 p.m.  Registration & help desk open
7 – 8 a.m.  Networking breakfast
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
12:15 – 1:15 p.m.  Breakout session 1
1:15 – 2:15 p.m.  General session: Health care policy: Turning goals into reality
2:30 – 3:30 p.m.  General session: The power of connection
3:30 – 3:45 p.m.  Break
3:45 – 4:45 p.m.  Breakout session 2
4:45 – 6 p.m.  Break
6 – 9 p.m.  3M Science Fair

CPT® coding for everything neuro with Dr. Z
Drive your population health outcomes with 3M Clinical Risk Groups (CRGs)
Finding hidden jewels in priority and impact despite COVID-19 waves
The key to success: In - house adoption services committed to technology utilization

Services and training track
Clinical documentation integrity (CDI) track
Coding track
Day 2

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

Day 3

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.

Bob Trocchi, Vice President Sales, 3M HIS

8 – 8:30 a.m.

Registration & help desk open

7 – 8 a.m.

Networking breakfast

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 a.m.

Breakout session 1

• 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

10:45 – 11 a.m.

Break

11 a.m. – 12 p.m.

Breakout session 2

• PeaceHealth sees outstanding results by bringing professional services coders together in one integrated approach
• Comprehensive compliance through an integrated review and audit process
• 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

12 – 1:30 p.m.

Lunch

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

• 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

3:45 – 5:15 p.m.

Free time — please be on the bus by 5:15 p.m.

5:15 – 10 p.m.

Awards & Celebration at LaCaille — Bus will begin loading at 5 p.m.

• Coding track
• Clinical documentation integrity (CDI) track
• Services and training track

8 – 8:30 a.m.

Registration & help desk open

7 – 8 a.m.

Networking breakfast

8 – 8:30 a.m.

Registration & help desk open

7 – 8 a.m.

Wrapping up the 2022 3M CES

8:30 – 8:45 a.m.

Break

8:45 – 9:45 a.m.

Breakout session 1

• 3M® CodeAssist™ 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; moving towards the future with physician engagement
• As the quality landscape evolves, so must your CDI program
• Get the most out of your data: How reports, benchmarks and actionable data can help improve your CDI Performance.

9:45 – 10 a.m.

Break

10 – 11 a.m.

Breakout session 2

• 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

• Coding track
• Clinical documentation integrity (CDI) track
• Services and training track

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

General tracks

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
MPhil, RHIA, CRCE, Senior Director of Revenue Cycle Mid-Service, Michigan Medicine

Barbara Zimdars
MPA, PMP, Clinical Documentation Transformation Program Manager, Michigan Medicine

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

Liz Guyton
cpa, Vice President, 3M HIS Division, U.S. and Canada

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

Kimberlee (Kim) Aiello
MHA, MS, FACHE, VP of Federal Market Solutions, 3M HIS
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-IN, CDsD-O, Director Clinical Documentation Excellence, Atrium Health Wake Forest Baptist

Michelle McCormack  
RN, BSN, CCS, CDsD, CRQS, CDI Director, Stanford HealthCare

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

Julie Salomon  
Revenue Cycle Growth Manager, BSN, RN, 3M HIS

John Arbuckle  
RN, CCDS, System Director – CDI, PeaceHealth

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

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

John Arbuckle  
RN, CCDS, System Director – CDI, PeaceHealth
Coping 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
MIS, 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

Drive your population health outcomes with 3M™ Clinical Risk Groups (CRGs)

**Tuesday, July 19 | 3:45 – 4:45 p.m.**

A patient’s health outcomes are not only determined by clinical conditions but also by social, lifestyle, functional and environmental determinants of health. These factors also impact patient outcomes from avoidable complications to excess care utilization, compliance with care plans, and higher costs of care. Learn how 3M CRGs can be used to gain insights from coded data and non-clinical factors to provide actionable information you can use to improve outcomes.

Charlie Bernstein
Senior Business Manager, Quality & Payment, 3M HIS

Kayla Pelegrin
MD, Chief Product Officer, 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.

![Photo of Dr. Zielske](image)

David Zielske
MD, CIRCC, CCC, CCVTC, CCC, CCS, ICCC, 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

Rick Pope
Product Owner, 3M HIS

Amanda Hudson
RHIA, CDP, CCS, CPC, Revenue Cycle Growth Manager, 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

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 Feik-Chall
RHIT, CCS, CRCB, Revenue Excellence Coding and Audit Team Manager, Trinity Health

Kristin Balint
MSA, RHIT, Audit Supervisor, Trinity Health

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

Cassie Birnbaum
MS, RHIA, CPHQ, FAHIMA, Senior Enterprise Director HIM, Coding and CDI, PeaceHealth

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 pre-bill reviews and retrospective audits to create a more comprehensive compliance program.

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

3M™ CodeAssist™ 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 3M CodeAssist users! We have gathered a great panel of super users who will discuss how they are using 3M CodeAssist 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.

Nancy Higgins
CCP, CCP-C, CHCM, CPC, CPM, Assistant Vice President, Revenue Cycle, Atrium Health

Kim Watkins
CRC, RHIT, CCA, Risk-Adjustment Coding Manager, Intermountain Healthcare

Bob Karlson
Product Owner 3M CodeAssist, 3M HIS

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.

Roxana Safari
CCS, BA, Product Owner – NLP Content-I10-CM, 3M HIS

Marcy Weyant
CCS, Lead Clinical Development Analyst, 3M HIS

Aimee Wilcox
CPMA, CCS-P, Coding Analyst, 3M HIS

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.

Amanda Hudson
RHIA, CODP, CCS, CPC, Revenue Cycle Growth Manager, 3M HIS

Cal Jacklin
Chief Product Owner, 3M HIS
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

Johanne “Jo” Brautigam  
BSN RN CCDS, Ensemble Health Partners

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

Carrie Willmer  
RN, CCDS, CDIP, Clinical Documentation Manager, Peaks Region, Intermountain Healthcare

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.

Kathy Harkness  
RN, BSN, CCDS, Client Engagement Executive, 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

Tracey Flowers  
CCS, Network Director, Inpatient Coding, Hackensack Meridian Health

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

Tracey Flowers  
CCS, Network Director, Inpatient Coding, Hackensack Meridian Health
Clinical documentation integrity (CDI) track (cont.)

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  
  MSHA, MHA, RN, CCDS, Team Leader, Clinical Documentation Excellence, Atrium Health Wake Forest Baptist

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

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, CDI and Quality, Intermountain Healthcare

- Sathya Vijayakumar  
  MS, MBA, Jr. Clinical Operations Manager, Intermountain Healthcare

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

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

- Josh Amrhein  
  MHA, Adoption Services Manager, 3M HIS

Building upon inpatient success; moving towards the future with physician engagement

Thursday, July 21  |  8:45 - 9:45 a.m.

UC Davis has built a successful inpatient CDI program which has led to improved outcomes and physician engagement. Tami McMasters-Gomez and Scott Fehrt will share their experiences and key considerations needed to align a successful program, physician engagement and also planning for the future within their 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

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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 Microsoft Server 2012 r2 and SQL 2012, moving from Internet Explorer to Microsoft Edge and Chrome, the transition from Hyperdrive to Hyperspace for Epic clients, clinical AI changes and much more.

Troy Kennedy
Director of Client Technology, 3M HIS

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.

Timothy O’Connell
Operations Manager for 3M 360 Encompass in the Cloud, 3M HIS

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

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.

Josh Amrhein
MHA, Adoption Services Manager, 3M HIS

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.

Faith Forman
Training Delivery Manager, Speech and CAPD Development Operations, 3M HIS

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.

Adam Taylor
Senior Manager of Revenue Risk and Audit, PAP, Palmer Health

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

Thea Campbell
MBA, RHIA, Executive Director of HIM, Cedars Sinai Health System

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.

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

Audrey Howard
RHIA Senior Auditor, Compliance and Audit Services, 3M HIS
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. All tracking will be done electronically. You must meet the required time within the session in order to receive your CEU.

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.
How can I access the event app?

1. **Download the app.** Access the [App Store](https://www.apple.com/app-store) or [Google Play Store](https://play.google.com/store) and search for the “Cvent Events” app. Once you’ve found the app, download it.

2. **Search for the event.** Once you have downloaded the Cvent Events app, open the app and enter the event ID in the search bar. (You will receive access to the Event ID in an email before the event.)

3. **Download the event.** When prompted, enter the event ID and tap Download to download event.

4. **Enter your information.** If you aren’t automatically prompted to log in, tap the Profile tab at the bottom of the screen, then Log in.

5. **Verify your account.** You’ll either receive an email and text message containing a verification code or just an email. Read it, then return to the app, enter the code, and tap the arrow.

   After entering the verification code, you’ll be logged in and taken to the event’s Home page or back to the Profile tab.

   **NOTE:** Verification codes can only be used once and expire after 24 hours. If you’re logging in on multiple devices, you’ll receive a new verification code for each.