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Resources

Q&A

Want to learn more about our products?

Ask an expert

Speaker Bio

Survey

Meet our speaker!

We want to hear from you survey!

3M Science. Applied to Life.™

A great company is showing what interesting applications a fantastic product* can bring for motivated users

Live Stream

Slides

Speaker Bio

Survey

3M

Menu Bar

3M CDI Innovation Webinar Series

**Boost your CDI program by
leveraging impactful,
quality-based, prioritization**

December 2022

On24 Webinar Platform for a better user experience!

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Boost your CDI program by leveraging impactful, quality-based, prioritization



Mark LeBlanc
CDI Manager
Stanford Health Care

Michelle McCormack
CDI Director
Stanford HealthCare

About our presenters



Mark has over 40 years of Healthcare and 17 years of CDI experience. His MBA in Healthcare Administration and his vast clinical experience as a Registered Nurse assists him in supporting the CDI team to meet their personal, professional, and organizational goals. He has extensive experience in change management and holds a Healthcare Lean Certification. He is active in ACDIS, HFMA and AHIMA.



Michelle has been the Director of CDI at Stanford Health Care since 2013. She earned her Associate in Nursing from Anoka-Ramsey Community College, Bachelor of Science in Nursing from the College of St. Catherine and her MBA with Health Care Management specialization from Walden University. She has CDI experience dating back to 2005, following her clinical nursing experience in a variety of specialties and settings. She has led successful CDI departments in academic medical centers, community hospitals, and multi-hospital systems. Michelle is also a former National ACDIS Advisory Board Member and a current National ACDIS Leadership Council Member. She holds certifications in CDI, Coding and Revenue Cycle.

Stanford Health Care

Stanford Health Care

FY 2019



Stanford Health Care seeks to heal humanity through science and compassion, one patient at a time, through its commitment to care, education and discovery. Stanford Health Care delivers clinical innovation across its inpatient services, specialty health centers, physician offices, virtual care offerings and health plan programs.

The only
**Level-1
Trauma
Center**

between
San Francisco
& San Jose

Life Flight transports
500 patients annually



49
Operating
Rooms

613
Licensed
Beds



67
Licensed
ICU Beds

Combined between 300 & 500 Pasteur Drive

371 Solid organ
transplants
in 2017



KIDNEY TRANSPLANT PATIENTS

100%
1-year survival rate
in the last 2 years



1,970

HEART TRANSPLANTS
performed with a

92.7%
1-year survival rate

ADMISSIONS

Emergency Room visits
77,425
Discharges **27,167**

1.8 million
Outpatient visits
systemwide
in 2018

Mission

To care, to educate, to discover

Vision

Healing humanity through science
and compassion, one patient at a
time

Stanford Hospital 500 Pasteur Drive opened for patient
care in 2019 with 824,000 sq/ft of space



Our People

14,143
Employees

2,902
Medical Staff

3,194
Nurses

1,412
Residents
& Fellows

98.4% of SHC physicians have a
Star Rating of **4.5 or higher**

93.4% of SHC nurses have a
BSN, MSN or Doctorate Degree



Translators & Interpreters

We offer Spanish, Mandarin, Cantonese, Burmese, Russian,
Vietnamese and American Sign Language and access to as
many as 200 languages through phone interpretation

(8)

All-time
Stanford Medicine
Nobel Laureates

28

Dogs in Pet Assisted
Wellness (PAWS) Program

1,014 VOLUNTEERS PROVIDED



62,800
hrs of service

AWARDS & RECOGNITION

STANFORD HEALTH CARE WAS FIRST DESIGNATED AS A MAGNET HOSPITAL IN 2007

and was re-designated in 2012 & 2016—submitting document this year, 2020



Magnet Recognition is a prestigious award developed by the American Nurses
Credentialing Center (ANCC) to recognize health care organizations that provide
nursing excellence. Fewer than 7% of US health care organizations achieve this honor.



Vizient Quality

Leadership Award 2019 Winner
Ranked in the top ten percent for
both inpatient and ambulatory care



The **Stanford Stroke Center** is
designated as a **comprehensive
stroke center**, providing the
most advanced and rapid stroke
care for patients nationwide



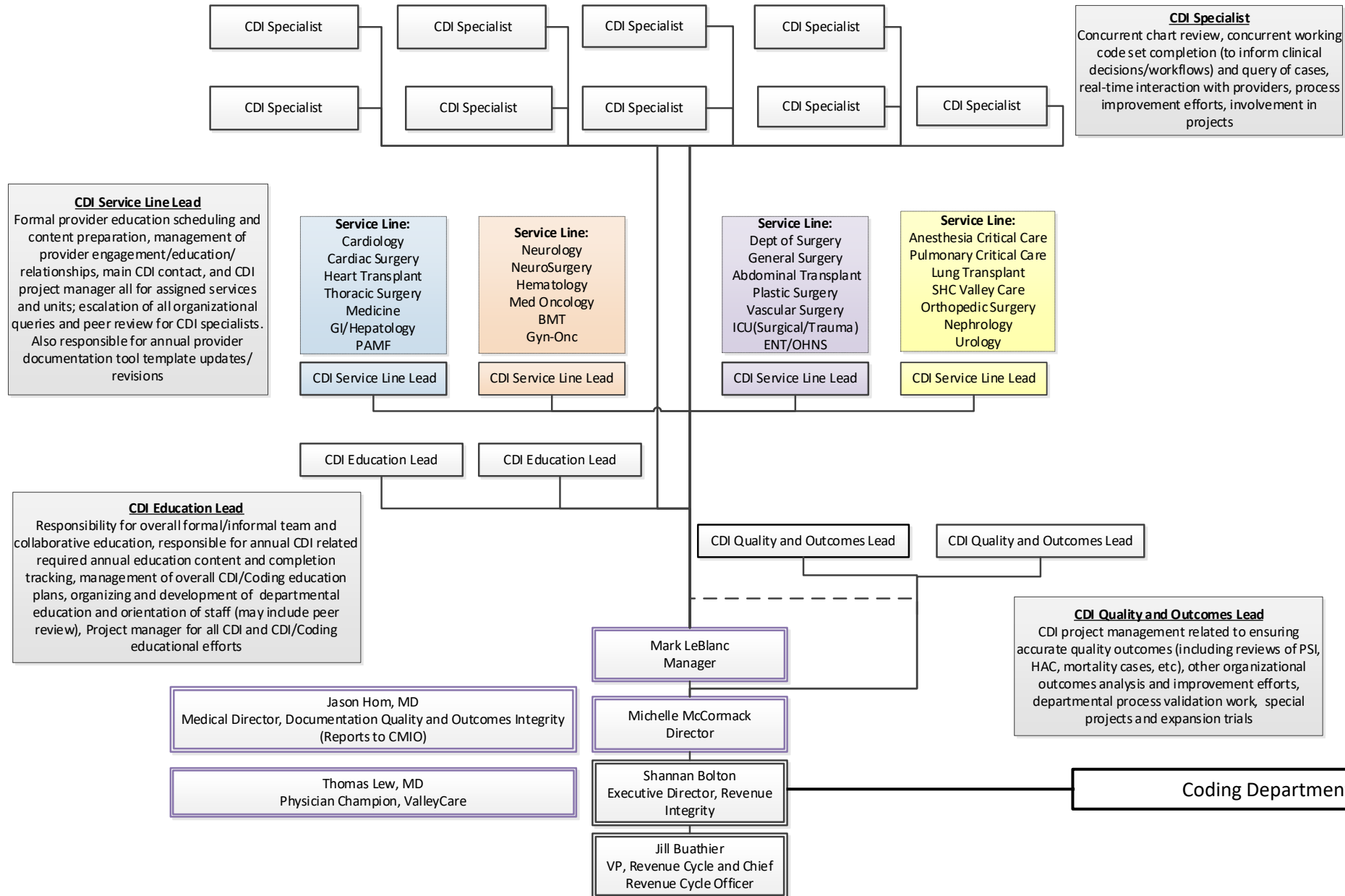
**Best Hospitals U.S.
News & World Report
Honor Roll 2019-20**



Leapfrog 'Top Teaching Hospitals' 2019

Named one of the nation's best teaching hospitals by the Leapfrog Group, a top
health care watchdog organization that evaluates providers based on rigorous
quality and patient safety standards

Stanford Health Care is part of Stanford Medicine, a leading academic health system that includes
the Stanford University School of Medicine, Stanford Health Care, and Stanford Children's Health –
Lucille Packard Children's Hospital. Stanford Medicine is renowned for breakthroughs in treating
cancer, heart disease, brain disorders and surgical and medical conditions.



3M™ 360 Encompass™ System Journey

360 Encompass Go-Live November 2018

Passed on prioritization

One worklist

- Specialist with unit assignments
 - Sorted by units

Shared accountability

- Specialized reviewers
 - Only covered specialized unit
- PTO coverage by team
- Final reviewer
 - Completed final CDI review
 - Validated impact of all queries on case



What are you leveraging to maintain productivity while asking your teams to do more with the same amount of staffing?

Setting the Stage

Culture

Quality focus

- Continuous quality improvement

Collaborative focus

- Trust in the system
- Transparency of metrics

Accountability focus

- Continuous feedback
- Utilize notifications

Change management

- Trust
- Goal setting
- Education
- Support
- Open Communication

3M™ 360 Encompass™ System Standard to Prioritization

Organizational initiatives to ensure that the system was being used to the maximum capacity

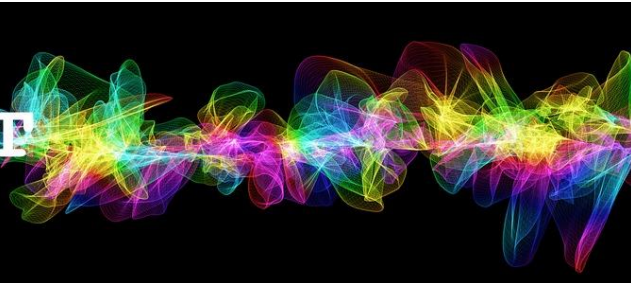
Team decision to move from specialized to generalized specialist

Leadership desire to make sure that resources were being utilized efficiently

Organizational focus on quality

Organizational focus on provider satisfaction

START



3M™ 360 Encompass™ System Prioritization Project Kick-off 2020

Aggressive timeline

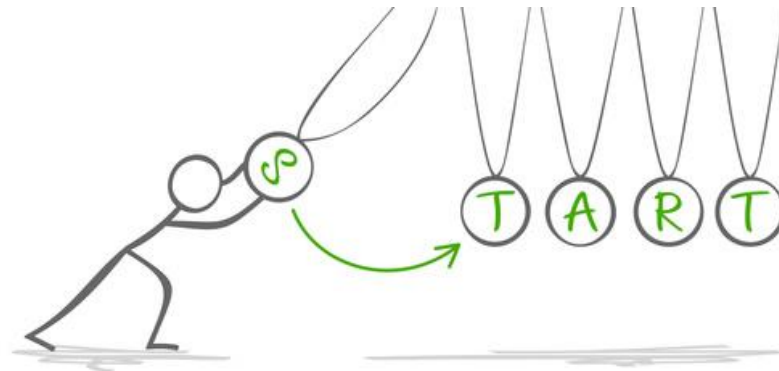
- September kick-off
- November 1st soft go-live
- Mid-November team training
- December 1st team go-live date

3M standard (out of the box)

- Minimal setting changes

Super users

- Proficiency in 3M 360 Encompass
- Understand the “big picture”



3M™ 360 Encompass™ System Prioritization Journey Begins

October 2020

- System build
- Workflows documented

November 1, 2020

- Soft go-live with super user group
 - Daily check-in
 - Weekly 3M/IT meeting
- Utilized old worklist and new worklist

Mid-November 2020

- Team education
 - Super user led

December 1, 2020

- Team go-live
 - Command center
 - Daily check-in

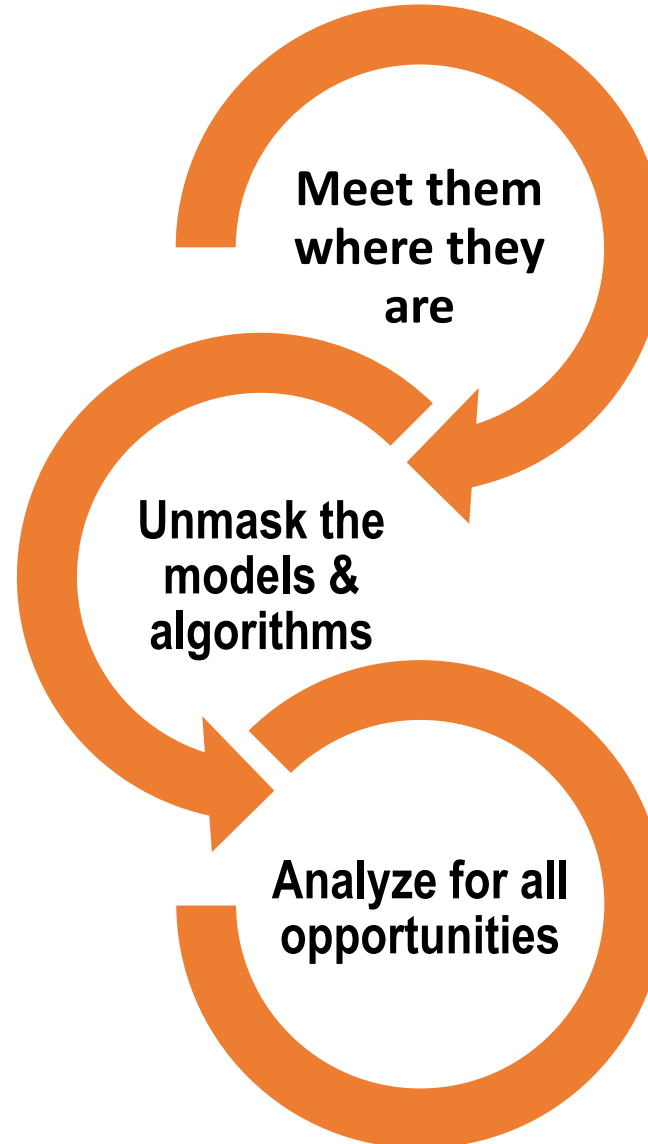
The journey of a
thousand miles
begins with one
step.

Lao Tzu



How did the CDI and coding departments get a seat at the table for the discussion regarding quality outcomes?

Engagement Strategy



Steps to Success



Data analysis and validation

- Need to agree on the performance measurement outcomes
- Need to trust the data and have a process for validation



Goal and Messaging Alignment

- Alignment of goals
- SMART – Do we agree?
- Mutually beneficial – WIFM
- Balance everyone's needs – patient-centered and mission-minded



Performance Transparency

- Dashboards
- Distribution and Access



Advocacy

- Think BIG!

PATIENTS
OVER PAPERWORK



Reduce unnecessary regulatory burden to allow providers to concentrate on their primary mission: improving patient health outcomes.

Going Beyond “Traditional” CDI Efforts

Choose an option

Option One

Option Two

Option Three

Option Four

.RCC Improvements and Reporting

- **Integrated documentation tools and strategy**
 - Ongoing since 2017 (.RCC – managed by CDI)
 - Use has become a largely consistent and standard practice for providers
 - Meaningful use is strong and has influenced improved capture and performance and reduction in queries



Admission Status

- Process, standardization and governance
- Project in progress with updated completion goal of 4/30/21

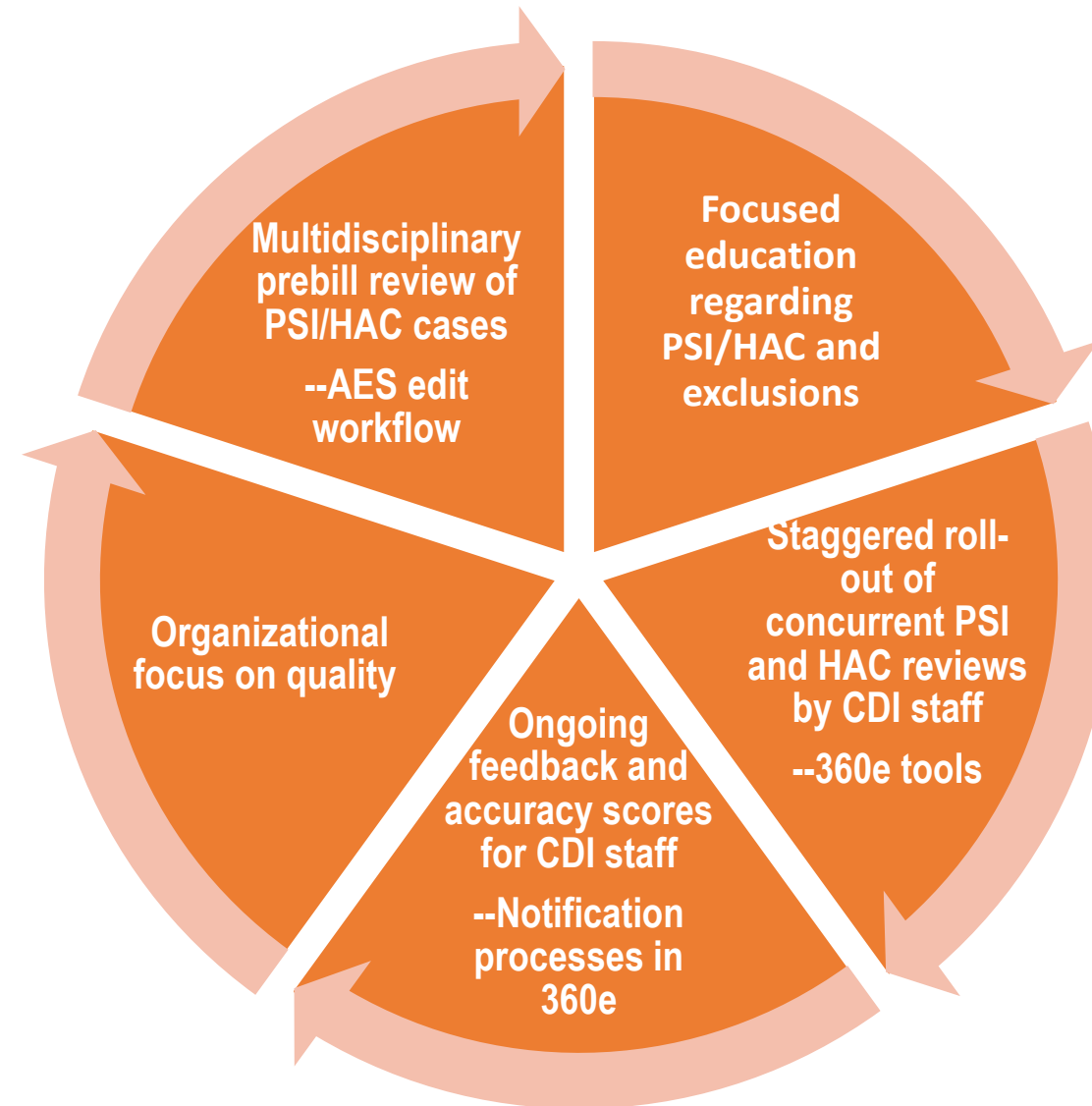


Provider Experience

- **Technology optimization**
 - Reduce provider burden
- **CMS Advocacy**
 - Pathology report and pressure ulcer code capture guidelines – Potentially Industry Impacting

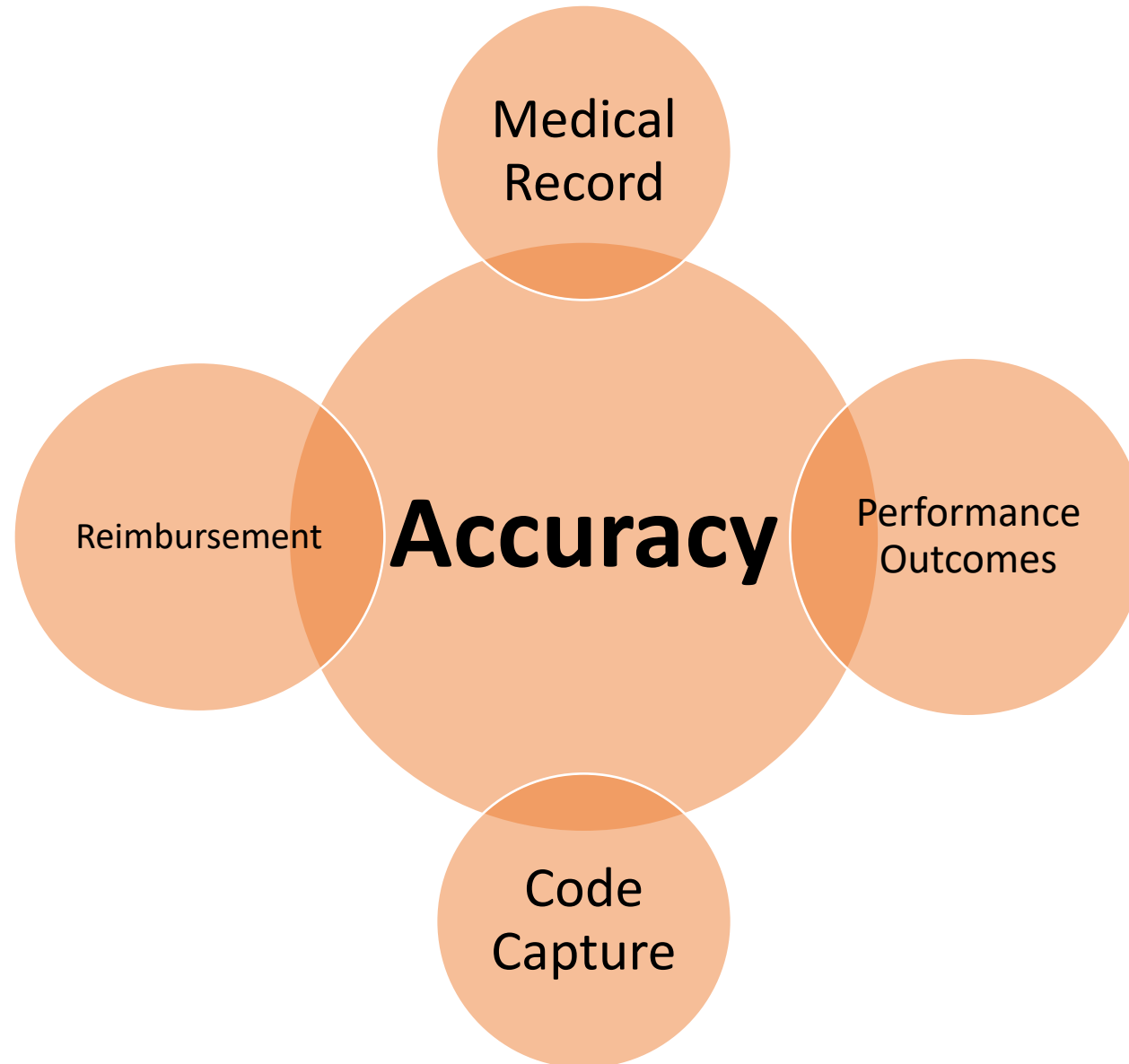
How do you get your front-line staff to incorporate quality into their daily assigned tasks and workflow, thinking beyond the basics like financials, SOI and ROM?

PSI/HAC Review Integration



How has effective collaboration been created between the CDI, coding and quality departments in establishing aligned goals and criteria?

Multidisciplinary Collaboration and Goal Setting



What are the shared KPIs (CMS, mortality, etc.) amongst the specialties(CDI, HIM, quality)?

Operational Metrics

Review Rate

- Review Timeframe
- Meaningful Reviews

Query Rate

- Concurrent vs Retro
- Meaningful Responses

Match Rate

- Final CDI Review Impact
- Reason Code Definitions

Accuracy Rate

- Code set definition
- Clear, aligned expectations

Query Response Turnaround Time

- Defined escalation process
- Shared Accountability

Multidisciplinary Reviews

- PSI/HAC
- Mortality
- AWOP and other internal



Performance Outcomes

Benchmark and Comparison

Expected Mortality
Expected Length of Stay
CC/MCC Capture
Other Risk Adjustment
Complication Rates

Internal/Year-over-Year

Financial Impact
Case Mix Index
Query Rate
CC/MCC Capture
SOI/ROM



What continuous improvement practices and tools have you incorporated to maximize outcomes while maintaining appropriate staffing levels?

Optimization and Ongoing Process Improvement Efforts

- Advanced Sequencing
- Utilizing Code Comments to identify impactful codes
- Care Quality (Mortality) Review Process
- Query Reconciliation Process
 - Automated Query Impact
 - Other Query Impact utilization
- Utilization of Organizational Outcomes
 - Internal Review Process (AWOP, PDM, CDI Accuracy, Other)
 - Prioritization point recommendations

What is on the horizon or the next thing to be on the lookout for with your CDI program?

The Journey Continues

- Enterprise Workflow
- New SSR Prioritization Reports
- Continuous Analysis of Prioritization
 - Super-user/IT bi-weekly meetings
- Real-time provider facing AI
- Query delivery and response optimization
- Diagnosis Auto-population project



Q&A

Save the date for 3M Client Experience Summit

When: May 22-25, 2023

Where: Atlanta, Georgia

What: 3M CES is the premier event for clients of 3M HIS.

Go to our website for updates and to subscribe for more info!

Interested in speaking?

Call for proposals are now open until Jan. 13th!



That's a wrap!

Thank you