

3M Science.
Applied to Life.™

2023 3M Client Experience Summit

May 22–25, 2023
Atlanta, Georgia

**The future is now.
Let's go.**

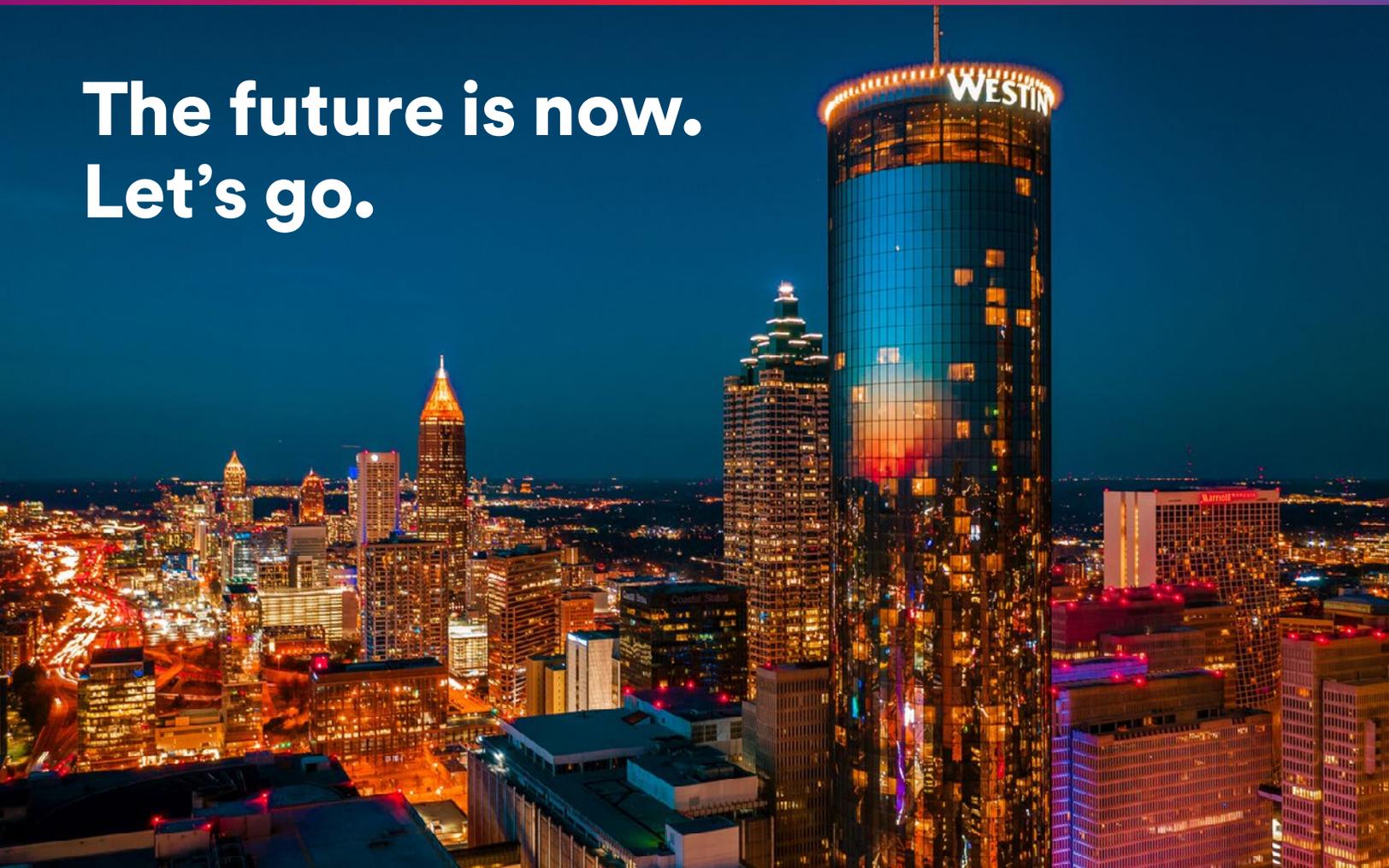


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Welcome

The future is now. Let's go.



We have a lot in store for 2023. As many of you know, 3M announced our health care group will embark on an exciting venture to become an independent health care company. We will build upon the invaluable foundation of our legacy and focus completely on the complex and technology-driven world of health care. We are committed to supporting health care and the health information industry, and our 2023 3M CES is the perfect opportunity to join us as we begin that bright future.

At 3M CES, we bring together our valued clients for three days of focused education and networking. The sessions showcase our technologies, methodologies and services, both from the masterminds behind the scenes, as well as from clients who have implemented our solutions. We know the most valuable content comes from peer-to-peer education and in learning about their experiences and best practices.

This year's agenda is shaping up to be our best yet! New to the schedule, we have a dedicated track for our clinician solutions. This technology completes the journey of the patient narrative. From capture to code, we've transformed the experience of documentation and made health information more insightful and actionable to have a greater impact on quality and revenue.

3M CES would not be the same without some of our favorite things! Our keynote speaker will leave you inspired and revive your passion for why you went into health care, as well as our 3M Science Fair, where you will see our solutions in action. And don't forget our client appreciation event that we know you'll be talking about for years to come!

This year we're introducing a change of scenery. For the first time ever, we will hold 3M CES in the heart of downtown Atlanta, at the Westin Peachtree Plaza hotel, May 22-25.

So, let's go! I look forward to seeing you at 3M CES.

Garri Garrison
President, 3M Health Information Systems

Special events

Welcome reception

Monday, May 22 | 6 – 8:30 p.m.

The sky's the limit, and so is the **future** with 3M Health Information Systems!

Join us in The Sun Dial Restaurant, more than 70 stories above the city streets at the top of The Westin Peachtree Plaza, as we kick off the 2023 3M CES. Reconnect with peers while you enjoy the breathtaking, 360-degree view. Appetizers and beverages will be provided along with great entertainment as we celebrate the beginning of 3M CES!

Access to The Sun Dial:

- The Sun Dial Restaurant podium is located on the fifth floor – enjoy the ride up with glass enclosed elevators looking out onto the city of Atlanta.
- If you wish to travel to The Sun Dial Restaurant without the view, you can access the restaurant via the center bank of elevators from any floor by pressing “Sun Dial” inside the elevator.
- Name badges must be worn. If you arrive after registration closes, check in at The Sun Dial Restaurant podium on the fifth floor, and we will whisk you to the top.

3M Science Fair

Tuesday, May 23 | 6 – 9 p.m.

An attendee favorite, the 3M Science Fair is an exhibition style solution showcase that gives a unique glimpse into the science and expertise behind our technology and services. Enjoy food and beverages with your peers as you discover what's coming next to drive transformation from capture to code. Talk directly with 3M experts and share your thoughts on what you'd like to see in the future. It's a can't miss evening!

3M Summit Awards and Client Celebration

Wednesday, May 24 | 5 – 10 p.m.

Our 3M CES theme: The future is now, celebrates establishing tomorrow's best practice strategies, technologies and workflows. The 3M Summit Awards will recognize the 3M customers who exemplify that best. Join us at the world famous Georgia Aquarium to celebrate the 3M Summit Award winners along with each of you, our valued clients.

Join us on Wednesday evening to party into the future while celebrating today. You will experience a variety of sea life, while enjoying food and beverages from Wolfgang Puck's Kitchen. Don't miss out on this exciting evening!

Inspirational keynote: The Fire WithinSM

Tuesday, May 23 | 9:30 – 10:30 a.m.

This year's opening keynote speaker is a masterful storyteller with a soul stirring message. Named one of the Top 10 Best Speakers for motivation by *Meetings & Conventions Magazine*, Allison Massari will share the potent life lessons she learned on each step of her path after overcoming insurmountable odds. Her keynote will leave you inspired and revive your passion for why you went into the health care industry.

Listen to the [Inside Angle](#) podcast where 3M Chief Medical Officer for Clinician Solutions Dr. Travis Bias, MHP, FAAFP, hosted Allison to chat about her expertise and upcoming session!

Allison Massari
Keynote Speaker



Industry keynote:

U.S. News & World Report's Best Hospitals: What's next

Wednesday, May 24 | 8:30 – 9:30 a.m.

This year's industry keynote address will be presented by a special guest from *U.S. News & World Report* Best Hospitals, Chelsey Wen. *U.S. News & World Report* Best Hospitals' ranking and rating have helped patients and families find the best health care for more than 30 years. Chelsey serves as a lead data analyst, working on the *U.S. News and World Report* collaboration with 3M on applications of **3M™ Ambulatory Potentially Preventable Complications (AM-PPCs) Grouping Software** in hospital rankings. She will discuss this development and other forthcoming changes to the rankings, including a growing methodological emphasis on objective outcome measures.

Joining this session is 3M Global Chief Medical Officer Dr. Sandeep Wadhwa.

Chelsey Wen, MPH
Lead Health Analyst, *U.S. News & World Report*



Pre-conference

Monday
May 22, 2023

Day 1

Tuesday
May 23, 2023

12 – 4:30 p.m. Pre-conference sessions

Our focused pre-conference sessions will take a deeper dive into 3M solutions focused on risk adjustment, quality and patient safety. Join us for these special sessions to learn more about how we can help your organization’s initiatives by improving overall health outcomes and patient experience.

8:15 – 9:15 a.m. The future is now. Let’s go.

Join us as we kick off the 2023 3M CES! Hear from 3M HIS leaders as they discuss the future of our industry and 3M HIS.

11 a.m. – 2 p.m.	Pre-conference registration opens Register on the 8th floor, just outside of the Peachtree Ballroom
12 – 2 p.m.	Pre-conference session Promoting patient safety for ambulatory/outpatient procedures
2:30 – 4:30 p.m.	Pre-conference session Hierarchical condition category (HCC) services and clinical risk groups (CRGs)
4 – 7 p.m.	Registration opens Register on the 8th floor, just outside of the Peachtree Ballroom
6 – 8:30 p.m.	Welcome reception Join us on the 71st floor at The Sun Dial Restaurant for an evening of appetizers, drinks and entertainment.

7 – 8 a.m.	Breakfast, Augusta Ballroom, 7th floor
8:15 – 9:15 a.m.	The future is now. Let’s go.
9:15 – 9:30 a.m.	Welcome to the 2023 3M CES
9:30 – 10:30 a.m.	Inspirational keynote: The Fire WithinSM
10:30 – 11 a.m.	Break
11 a.m. – 12 p.m.	Creating time to care
12 – 1:15 p.m.	Lunch, Augusta Ballroom, 7th Floor
	Breakout session 1
	<ul style="list-style-type: none"> ● Spotlight on data: How 3M™ Enterprise Analytics brings critical data forward □ Your nosology hour: Edits, biopsies and EGDs, oh my! □ From computer-assisted to autonomous coding: Coding with confidence with 3M™ 360 Encompass™ System ■ Unleashing outcomes with 3M™ M*Modal CDI Engage One™: A year in review ◆ Incremental innovation to ambient solutions: Bridging the gap between hype and usability ○ Defense Health Agency (DHA) 3M™ 360 Encompass™ System implementation discoveries
1:15 – 2:15 p.m.	
	Breakout session 2
	<ul style="list-style-type: none"> ● Let’s go deep: How NLU and NLP work together to help solve documentation and coding challenges □ The future is bright: Professional fee coding best practices and the amazing road ahead ■ Maximize engagement and minimize unintended impact by managing the change of impact review adoption ◆ Intermountain Health extends quality programs across the enterprise with 3M™ M*Modal CDI Engage One™ ○ Veterans Health Administration 3M™ 360 Encompass™ System implementation discoveries
2:15 – 2:30 p.m.	Break
2:30 – 3:30 p.m.	
	Breakout session 3
	<ul style="list-style-type: none"> ● Utilizing a collaborative approach to address the complexities of patient safety indicators (PSIs) □ Two tales, one path: A client panel and their journey into single path coding □ Understanding denials: Defining clinical versus coding denials and how to prevent them ■ Data-driven secondary reviews: Opportunity or not ◆ How Mayo Clinic uses 3M™ M*Modal HCC Management to support its industry-leading outpatient CDI program
3:30 – 4 p.m.	Break
4 – 5 p.m.	
5 – 6 p.m.	Break, Use this time between sessions and our 3M Science Fair to network with new and old friends.
6 – 9 p.m.	3M Science Fair, Augusta Ballroom, 7th Floor; Dinner and drinks will be served.

- Cross-department collaboration track
- CDI (clinical documentation integrity) & quality track
- ◆ Clinician solutions track
- Federal government track
- Coding & audit track
- ◇ Population insights track

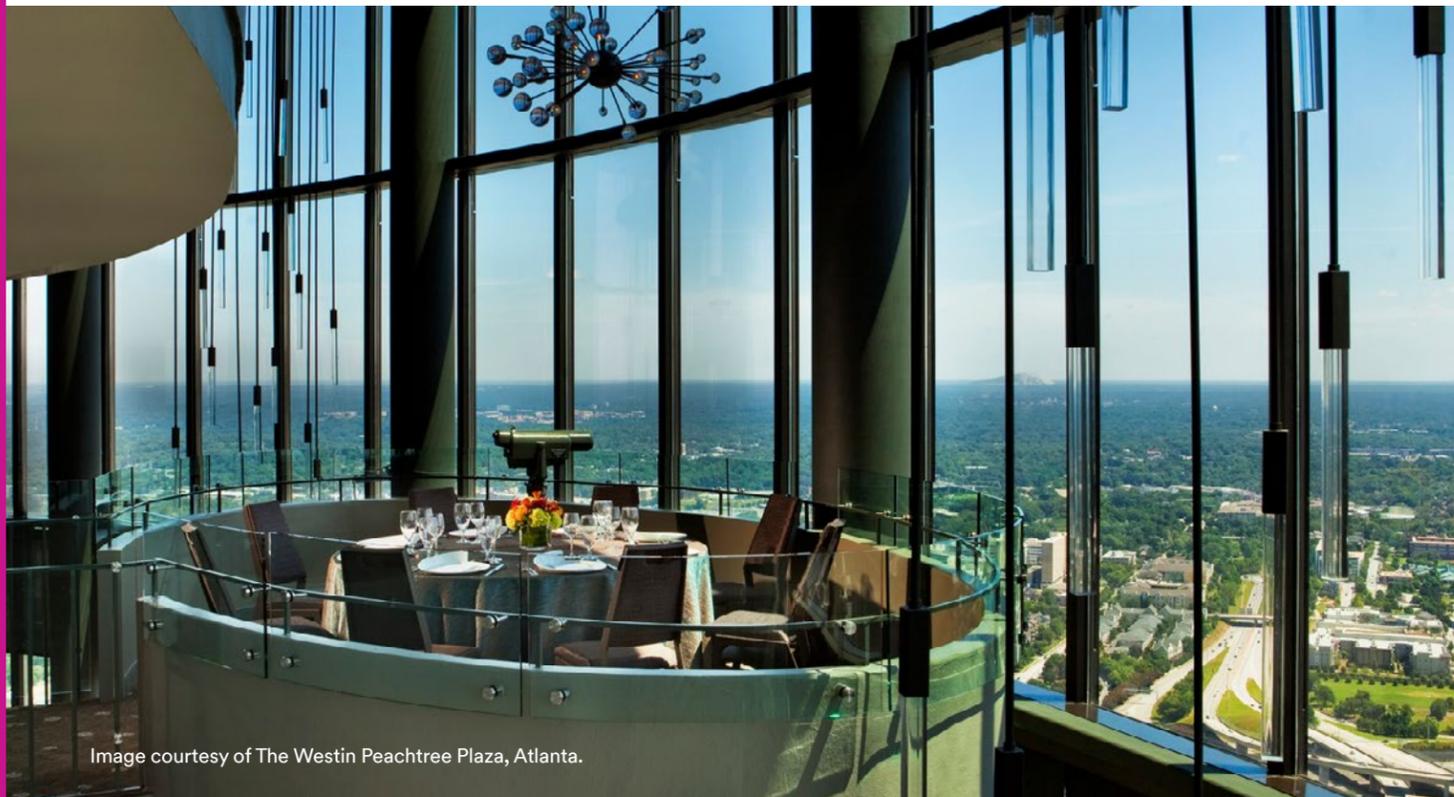


Image courtesy of The Westin Peachtree Plaza, Atlanta.

Day 2

Wednesday
May 24, 2023

8:15 – 8:30 a.m. Welcome to Day 2

Let's recap day one and hear about everything that is happening today, including our exciting client celebration night!

7 – 8 a.m.	Breakfast, Augusta Ballroom, 7th floor
8:15 – 8:30 a.m.	Welcome to Day 2
8:30 – 9:30 a.m.	Industry keynote: <i>U.S. News & World Report's</i> Best Hospitals: What's next
9:30 – 10 a.m.	Break
10 – 11 a.m.	Breakout session 4 <ul style="list-style-type: none"> ● 3M™ Enterprise Workflow: The power behind 3M's enhanced cloud-based worklist □ Lessons learned for a successful 3M™ 360 Encompass™ Professional System program in your organization ■ Using CDI technology to directly improve the patient experience ◆ Deploying an adaptable NLU platform to drive life-saving use cases ○ 3M™ 360 Encompass™ Computer-Assisted Coding (CAC) and auto-suggestion utilization ◇ The next frontier for CDI: Risk adjustment beyond SOI and ROM
11 – 11:15 a.m.	Break
11:15 a.m. – 12:15 p.m.	Driving technology adoption and workflow optimization – from capture to code
12:15 – 1:30 p.m.	Lunch, Augusta Ballroom, 7th Floor
1:30 – 2:30 p.m.	Breakout session 5 <ul style="list-style-type: none"> ● Revolutionizing processes and maximizing workflows: A client journey from on-premises to the cloud □ Increasing productivity using new 3M automation tools □ Automating physician coding at UK Health with 3M™ ProMonitor ■ Increasing meaningful impact by focusing on priority cases ◆ Closing the loop in clinical documentation ○ Tips and tricks to optimize 3M™ 360 Encompass™ System and 3M™ Coding and Reimbursement System Plus
2:30 – 2:45 p.m.	Break
2:45 – 3:45 p.m.	Breakout session 6 <ul style="list-style-type: none"> □ Congenital heart coding with Dr. Z ■ Successful integration of multiple facilities: Caring for people while managing systems ■ Leveraging data, benchmarks and reporting to impact CDI, coding and quality goals ◆ NLU for health care: What is real now
3:45 – 4:45 p.m.	Break, Use this time to relax and get ready for our Client Celebration!
4:45 – 5:15 p.m.	Depart for the Client Celebration. Load buses at the valet entrance of the hotel.
5 – 10 p.m.	3M CES Client Celebration at The Georgia Aquarium

- Cross-department collaboration track
- CDI (clinical documentation integrity) & quality track
- ◆ Clinician solutions track
- Federal government track
- Coding & audit track
- ◇ Population insights track

Day 3

Thursday
May 25, 2023

8:15 – 8:45 a.m. Wrapping up 2023 3M CES

As we come to the close of a week filled with networking and education, it gives us the opportunity to reflect on what the future holds within the industry. 3M HIS is excited about it, and hope that each of you have learned something that will help you in your future forward thinking and processes. As we review highlights from the week, we hope that you leave renewed and ready to take on the future. Let's go.

7 – 8 a.m.	Breakfast, Augusta Ballroom, 7th floor
8:15 – 8:45 a.m.	Wrapping up 2023 3M CES
8:45 – 9 a.m.	Break
9 – 10 a.m.	Breakout session 7 <ul style="list-style-type: none"> ◇ Improving children's health using 3M™ Clinical Risk Grouping (CRG) Software <ul style="list-style-type: none"> ● The whole is greater than the sum of its parts: A comprehensive approach to CDI □ The impact actionable edits can have on coding accuracy and reimbursement
10 – 10:15 a.m.	Break
10:15 – 11:15 a.m.	Breakout session 8 <ul style="list-style-type: none"> □ Monitoring coding quality: A focused look at prebill review and streamlined audit workflows ○ How to use 3M™ 360 Encompass™ Audit Expert System—Code Audit <ul style="list-style-type: none"> ■ Is this what outpatient CDI looks like? ◇ Improving ambulatory patient safety and anticipating potential new <i>U.S. News & World Report</i> safety ranking <ul style="list-style-type: none"> ● Improving CDI performance by leveraging daily leading indicator data, daily huddles and more
11:15 – 11:30 a.m.	Break
11:30 a.m. – 12:30 p.m.	We must do better than 55th and address social determinants
12:30 – 12:45 p.m.	Closing thoughts on 2023 3M CES

- Cross-department collaboration track
- CDI (clinical documentation integrity) & quality track
- ◆ Clinician solutions track
- Federal government track
- Coding & audit track
- ◇ Population insights track

12:30 – 12:45 p.m. Closing thoughts on 2023 3M CES

As our 2023 3M CES comes to a close, join us as we share our final comments on this year's event. We hope that you leave this week refreshed and renewed and we look forward to the future and seeing everyone at our 2024 3M CES. Let's go.

Partnering with Children's Healthcare of Atlanta

In 2021, we began a new tradition at 3M CES, uniting as professionals focused on emphasizing the care in health care. We committed to serving and uplifting children affected by severe health conditions and together, as clients and 3Mers, we have raised more than \$30,000 for Make-A-Wish® Utah. This is a testament to your generosity, and we're excited to continue the tradition of giving this year by teaming up with Children's Healthcare of Atlanta.

As one of the leading pediatric health care systems in the country, Children's Healthcare of Atlanta is driven, today and always, by its passion for caring for patients from across the country. Everything at Children's Healthcare of Atlanta is done with kids in mind, from colorful, friendly waiting rooms to the red wagons used to transport patients through the hospital. This is all thanks to the Child Life program. Your donation will go towards Child Life play spaces, a special place where patients and their families can escape for a bit in the activity center and featured playrooms. Your donation can help create a space for healing and contribute to arts and crafts, coloring books, crayons, paint, books, costumes, puppets, games, stuffed animals and more! Child life also helps support families of hospitalized children by offering parental support and special night out events.

As part of this venture, we have made donations easy with a QR code and we're excited to host an on-site children's book drive. If you have a favorite children's book you'd like to donate, we ask you bring a new one to add to the 3M CES "library". The 3M team will hand deliver these to the Children's Healthcare of Atlanta on Friday, May 26.

Join us, **Tuesday, May 23 during lunch** to welcome an incredibly special guest from the Children's Healthcare of Atlanta.



Pre-conference

Our focused pre-conference sessions will take a deeper dive into 3M solutions focused on risk adjustment, quality and patient safety. Join us for these special sessions to learn more about how we can help your organization achieve your goals by improving overall health outcomes and patient experience.

Promoting patient safety for ambulatory/outpatient procedures

Monday, May 22 | 12 – 2 p.m.

Our focused pre-conference sessions will take a deeper dive into 3M solutions focused on risk adjustment, potential *U.S. News & World Report* Hospital Rating changes, outpatient safety and quality. Join us for these special sessions to learn more about how we can help your organization's initiatives by improving overall health outcomes and patient experience.



Sandeep Wadhwa, MD, MBA
Global Chief Medical Officer, 3M HIS



Miki Patterson, PhD, ONP
Product Owner, 3M HIS

Hierarchical condition category (HCC) services and clinical risk groups (CRGs)

Monday, May 22 | 2:30 – 4:30 p.m.

Whether it is for value-based care, case management, health equity or ensuring coding accuracy for Medicare Advantage, risk adjustment tools are key to understanding patient complexity and appropriate payment. Join us to learn more about **3M™ Clinical Risk Grouping (CRG) Software** and **3M™ M*Modal HCC Management** solutions and how they can be used independently or together to improve risk adjustment.



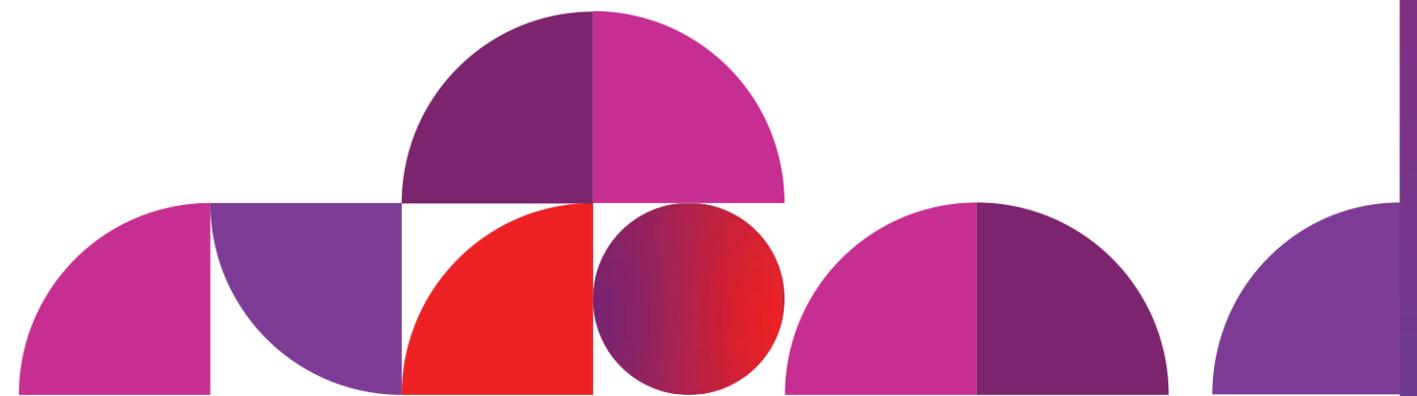
Amanda Hudson, RHIA, CDIP, CCS, CPC
Professional and Ambulatory Coding Growth Manager
3M HIS



Kristen Viviano, MHA, CPC, CRC-I
Chief Product Owner, 3M HIS



Melissa Clarke, MD
Chief Population Health Officer, 3M HIS



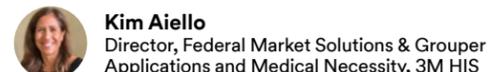
General sessions

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 future is now. Let's go.

Tuesday, May 23 | 8:15 – 9:15 a.m.

Join us as we kick off the 2023 3M CES! Hear from 3M HIS leaders as they discuss the future of our industry and 3M HIS.



Creating time to care

Tuesday, May 23 | 11 a.m. – 12 p.m.

Join Dr. Melissa Clarke, chief population health officer, 3M HIS, and a panel of clinician leaders from premier client organizations for an engaging and meaningful discussion on how hospitals can succeed in an increasingly complex and competitive environment, alleviate burnout, combat staffing shortages, improve the patient experience and how a technology-enabled workforce can impact care delivery.



Driving technology adoption and workflow optimization – from capture to code

Wednesday, May 24 | 11:15 a.m. – 12:15 p.m.

Please join two 3M clients to hear how a forward-thinking, technology-enabled and integrated approach to clinical documentation has helped them sustainably improve outcomes and efficiencies, from physician documentation to claims reimbursement. Learn how you can implement the same strategies to take your documentation strategy and cross-functional efficiency to the next level — from improvements in physician satisfaction to the revenue cycle.



We must do better than 55th and address social determinants

Thursday, May 25 | 11:30 a.m. – 12:30 p.m.

Maternal morbidity is a national crisis. The U.S. ranks 55th in the world for developed nations. Hear how Georgia State Medicaid is working to improve maternal morbidity and address social determinants of health. Learn how to capture social determinants in your daily coding and CDI practices from the University of Utah Health.



Cross-department collaboration track

The cross-department collaboration track focuses on how hospital and health care system revenue cycle success takes a collaborative approach between CDI, coding, quality and physician groups. With the integration and optimization of technology and service solutions, learn from your colleagues as they present best practices for workflow optimization, the impact of technologies like NLU and NLP, the use of the cloud and how collaboration is critical to improvement.

Spotlight on data: How 3M™ Enterprise Analytics brings critical data forward

Tuesday, May 23 | 1:15 – 2:15 p.m.

With the rollout of the new 3M Enterprise Analytics solutions, join beta clients as they review current and future benefits of the dashboards, as well as outline their beta experience. During this session they will discuss how the dashboards allow them to focus on improving operational and productivity goals using actionable intelligence to identify areas of opportunity.

 **Gail Hagle, BSN, RN, CCDS**
Manager of Clinical Documentation Improvement Revenue Cycle, Piedmont Health

 **Sherry Stiltner, RHIT, CCCS, CCDS, CRCR**
CDI Director, Ensemble Health-Ballad

 **Jannifer Owens, MSA, BSHA, CCS**
Revenue Cycle Analytics and Content Growth Leader, 3M HIS

Let's go deep: How NLU and NLP work together to help solve documentation and coding challenges

Tuesday, May 23 | 2:30 – 3:30 p.m.

Join us for a deep dive into NLU and NLP use cases, with the experts that curate the knowledge base. We will explore the power and complexity of NLU and NLP reasoning for important content areas such as CDI, HCC, and professional services, and discuss our methods for utilizing industry compliance and standards.

 **Dannie Greenlee, MS, BSN, RN**
Senior Clinical Analyst, 3M HIS

 **Diana Ortiz, RN, JD, CCDS, CCDS-O**
CDI Product Owner, 3M HIS

 **Rachael Howe, MS, BSN, RN**
Senior Manager of Clinical Informatics, 3M HIS

Utilizing a collaborative approach to address the complexities of patient safety indicators (PSIs)

Tuesday, May 23 | 4 – 5 p.m.

Collaboration between CDI, coding and quality is key to positively impacting performance and financial outcomes. Join our panel of experts as they dive into how their organizations addressed the complexity of PSIs and the need for an integrated approach between CDI, coding and quality.

 **Dana Jones, RN, BSN, CCDS**
CDI Team Lead, Stormont Vail Health

 **Shawn Armbruster, RHIA**
Executive Director, Coding, Wellstar Health System

 **Faisal Hussain, MD, MHIIM, RHIA, CCDS, CDIP, CCS**
Executive Director, CDI, Wellstar Health System

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

3M™ Enterprise Workflow: The power behind 3M's enhanced cloud-based worklist

Wednesday, May 24 | 10 – 11 a.m.

Learn from our panel of experts and beta clients as they share their experiences with 3M Enterprise Workflow, a feature of **3M™ 360 Encompass™ Clinical Documentation Integrity (CDI)**. Learn how the clinical documentation teams use 3M Enterprise Workflow, allowing them to gain insight and access to better cloud-based workflows and prioritization.

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

 **Ruth Lutes, MS, RHIA**
Revenue Cycle Coding Director, Michigan Medicine

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

 **Tiara Minor, RN, BSN, CCDS**
Director, Clinical Documentation Integrity, University of Miami Health System

Revolutionizing processes and maximizing workflows: A client journey from on-premises to the cloud

Wednesday, May 24 | 1:30 – 2:30 p.m.

Moving to the cloud can seem daunting, but for one health system, partnering with 3M to implement **3M™ 360 Encompass™ System** in the cloud, at more than 30 facilities in three months, far exceeded their goals. This presentation will outline a successful cloud implementation plan and lessons learned along the way.

 **Anne Robinson, RHIA, CPC**
VP, Middle Revenue Cycle Innovation Ensemble Health Partners

 **Jenna Jordan, RHIA**
Senior Vice-President, Health Information Management Ensemble Health Partners

 **Rajesh Srivastava**
Revenue Cycle Cloud Product Manager, 3M HIS

The whole is greater than the sum of its parts: A comprehensive approach to CDI

Thursday, May 25 | 9 – 10 a.m.

Learn how Berkshire Medical Center used a comprehensive approach to ensure the success and improvement of its CDI program. This session will dive into the essential people, processes and technology, as well as the cross-department collaboration and leadership buy-in to meet its CDI, coding and quality goals.

 **Amanda Harrington, BSN, RN CCDS**
Clinical Documentation Nurse, Quality Management, Berkshire Medical Center

 **Lisa Khanna, RN, BSN, CPHQ**
Vice President of Quality, Berkshire Medical Center

 **Margo Mazzeo, RN, BSN CCDS**
Senior Clinical Documentation Improvement Specialist, Berkshire Medical Center

Improving CDI performance by leveraging daily leading indicator data, daily huddles and more

Thursday, May 25 | 10:15 – 11:15 a.m.

As part of its stabilization efforts post-pandemic, Trinity Health set out to achieve a CDI performance goal of an additional \$17 million in financial impact. The CDI teams across Trinity Health are leveraging 3M technology and services in various ways to achieve their goals, including using daily leading indicators, daily huddles, CDI prioritization and CDI impact.

 **Judy Moreau, MBA, RN**
Vice President Mid Revenue Cycle, Trinity Health

 **Andrea Eastwood, MAS, RHIA**
Director, Clinical Documentation Integrity, Trinity Health

 **Julie Salomon, BSN, RN**
CDI Product Owner, 3M HIS

Coding and audit track

This year's coding and audit track combines facility, professional services coding and revenue cycle auditing into one track. Learn what's new with our CAC solutions, future autonomous coding and auditing solutions. Learn about best practices in implementation, utilization and processes; all to help streamline your revenue cycle and bring those learnings back to your organizations.

Your nosology hour: Edits, biopsies and EGDs, oh my!

Tuesday, May 23 | 1:15 – 2:15 p.m.

This session will provide clear guidance and education on the topics you've asked for. First, we'll focus on edits in **3M™ Coding and Reimbursement System (CRS)**. Next, we'll determine when a biopsy should be reported for inpatient and outpatient encounters. Lastly, we'll review different types of EGD procedures for outpatient encounters including relevant anatomy and guidance from the American Medical Association (AMA) and American Hospital Association (AHA).



Rhonda Talley, CCS, CPC
Senior Nosology Analyst, 3M HIS

From computer-assisted to autonomous coding: Coding with confidence with 3M™ 360 Encompass™ System

Tuesday, May 23 | 1:15 – 2:15 p.m.

Get ready for autonomous coding! As we build the highly anticipated new solution to fully automate codes and charts that matter the most, we'll go over tried and true practices to maximize your investment and prepare your organization for success. We will present key functionality like precision metrics, **3M™ Code Confidence** and give an update on the development efforts.



Anne Robinson, RHIA, CPC, VP,
Middle Revenue Cycle Innovation Ensemble Health Partners



Nathan Carver, MBA
Coding Growth Manager, 3M HIS



Dave Bacon
Director of Revenue Cycle Innovation, 3M HIS

The future is bright: Professional fee coding best practices and the amazing road ahead

Tuesday, May 23 | 2:30 – 3:30 p.m.

In this session we will provide an update on 3M™ 360 Encompass™ Professional System, including top features like single path coding, 3M™ ProMonitor and clinic workflows, along with best practices for optimal utilization. We'll end with a glance at what's ahead for professional fee coding and what to expect in the next year.



Cal Jacklin
Software Development Specialist, 3M HIS



Amanda Hudson, RHIA, CDIP, CCS, CPC
Professional and Ambulatory Coding Growth Manager, 3M HIS

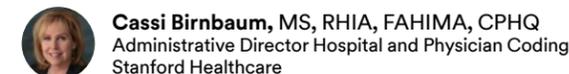
Two tales, one path: A client panel and their journey into single path coding

Tuesday, May 23 | 4 – 5 p.m.

A single path coding adoption requires change management, configuration, training, testing and adjusting along the way, all while striving to maintain volumes. Join this panel of clients from Allina Health and Stanford Health Care as they provide key insights into their individual journeys, learnings, best practices and success metrics.



Alisa Raehsler, BS, RHIT
Senior Business Analyst IT, Allina Health



Cassi Birnbaum, MS, RHIA, FAHIMA, CPHQ
Administrative Director Hospital and Physician Coding
Stanford Healthcare



Patricia Bower-Jernigan, RHIA
Director of Clinical Revenue, Allina Health



Amanda Hudson, RHIA, CDIP, CCS, CPC
Professional and Ambulatory Coding Growth Manager, 3M HIS

Understanding denials: Defining clinical versus coding denials and how to prevent them

Tuesday, May 23 | 4 – 5 p.m.

Denials can have an impact on your bottom line. Learn about the differences between clinical and coding denials, guidelines for selecting principal and secondary diagnosis, and how to ensure your documentation fits the bill.



Jyoti Sharma, MS, CDIP, CCS
Corporate Compliance Partner, Children's Health Dallas

Inside Angle

Explore Inside Angle, our 3M HIS blog and podcast on a mission to offer insights at the intersection of data science and health care. What does that mean? Our authors, hosts and readers share ideas, give their opinions and ask tough questions, all in the name of driving health care forward. You can personalize your alerts based on topics, comment on blogs and get answers directly from our experts.

[Start exploring today](#)



Coding and audit track (cont.)

Lessons learned for a successful 3M™ 360 Encompass™ Professional System program in your organization

Wednesday, May 24 | 10 – 11 a.m.

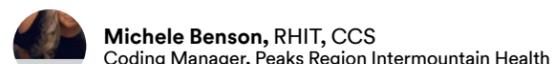
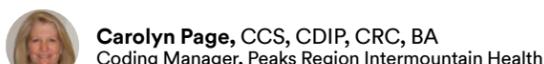
Join CentraCare as they provide important insight into its journey to implement 3M 360 Encompass Professional. Learn why the organization chose the solution, the implementation story and how the team overcame challenges along the way. The results? Efficient coder productivity and higher coding quality, lower denial rates and improved reimbursement.



Increasing productivity using new 3M automation tools

Wednesday, May 24 | 1:30 – 2:30 p.m.

Peaks Region Intermountain Health's coding productivity issues led them to implement automation tools within 3M™ 360 Encompass™ System including unique evidence view, custom edits, advanced code sequence and the new 3M™ Code Confidence, with results that expanded to increase HCC capture and overall productivity gains.



Automating physician coding at UK Health with 3M™ ProMonitor

Wednesday, May 24 | 1:30 – 2:30 p.m.

When you are effectively automating 55,000 documents a month with no coder touch, you have a story to tell. Join the UK Health team as they share their professional coding automation journey by adopting 3M ProMonitor. Learn how they produced a winning formula that addresses volumes, reduces backlogs and staffing burdens, fosters workflow efficiencies and gains support amongst stakeholders.



Congenital heart coding with Dr. Z

Wednesday, May 24 | 2:45 – 3:45 p.m.

Dr. Z is coming back to 3M CES with another great coding session you won't want to miss. This time the topic will be on congenital heart coding.



The impact actionable edits can have on coding accuracy and reimbursement

Thursday, May 25 | 9 – 10 a.m.

3M™ 360 Encompass™ Audit Expert System can help streamline the coding and audit process, but what other impacts can this solution have on overall coding accuracy and reimbursement? This session will look into the benefits of actionable edits, second-level reviews, coder education and how to reduce the probability that key opportunities could be missed via human error.



Monitoring coding quality: A focused look at prebill review and streamlined audit workflows

Thursday, May 25 | 10:15 – 11:15 a.m.

Discover how two health systems utilized 3M™ 360 Encompass™ Audit Expert System in different ways to conduct point of coding reviews, manage the coding audit process and utilize reporting – all within a single platform. Learn more about the successful beta launch of 3M™ 360 Encompass™ Audit Expert System – Code Audit.



Focus newsletter

This monthly publication offers thought leadership and resources from 3M HIS directly to your inbox.

Stay in the know by subscribing [here](#).



Clinical documentation integrity (CDI) and quality track

This year's CDI and quality track highlights the value of implementing key technologies and services to your CDI program. Learn how to execute, impact and optimize your hospital's programs with 3M solutions directly from your peers. Dive into best practices for utilization and process improvement to help your CDI teams achieve financial, operational and quality goals; all to help streamline your CDI and quality program and bring those learnings back to your organizations.

Unleashing outcomes with 3M™ M*Modal CDI Engage One™: A year in review

Tuesday, May 23 | 1:15 – 2:15 p.m.

In one year, University of Miami Health System's CDI program took a significant leap forward. In 2021, physicians were dissatisfied and overburdened with queries; CDI teams were maxed out, leading to untapped opportunity for quality improvement. This session details how satisfaction-related measures such as query turnaround time and quality KPIs, including Elixhauser and SOI/ROM, significantly improved with an incremental strategy.



Tiara Minor, RN, BSN, CCDS
Director, Clinical Documentation Integrity
University of Miami Health System

Maximizing engagement and minimizing unintended impacts by managing the change of impact review adoption

Tuesday, May 23 | 2:30 – 3:30 p.m.

While excited about streamlining CDI workflow technology, Advocate Health needed to maximize CDI nurse readiness and mitigate possible negative impacts to KPIs, including financial targets. Learn about CDI nurse and leadership decision workgroups, change management tools, the benefits of completing significant program integration testing and how the partnership with 3M leveraged reporting to build out a sustainability plan.



Kathy Dorich, RN
Director CDI Operations IL, Advocate Health



Kelly Tarpey, RN, MSN, CPHQ
Executive Director CDI- Midwest region, Advocate Health

Data-driven secondary reviews: Opportunity or not

Tuesday, May 23 | 4 – 5 p.m.

Stanford Health Care is bombarded by vendors telling its leaders that CDI is missing potential revenue from coded data available. They always do a deep dive and review specific DRGs and identify differences in their patient population to explain the discrepancy. Learn how Stanford partnered with 3M to develop the Annual Work Optimization Plan to drive and maintain future results of the work.



Michelle McCormack, RN, BSN, CCS, CCDS, CRCR
Director, CDI, Stanford Health Care



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

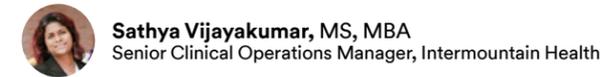
Using CDI technology to directly improve the patient experience

Wednesday, May 24 | 10 – 11 a.m.

Recently CDI teams have expanded their focus by proving the value for important quality and risk-adjustment initiatives. Intermountain Health is taking another step forward, using **3M™ M*Modal CDI Engage One™** to directly improve the patient experience. Learn how powerful, flexible evidence sheets and NLU can assist care management in identifying patients who would benefit from end-of-life services.



Kearstin Jorgenson, MSM, CPC, COC
Operations Director for Intermountain Physician
Advisor Services (IPAS), Intermountain Health



Sathya Vijayakumar, MS, MBA
Senior Clinical Operations Manager, Intermountain Health

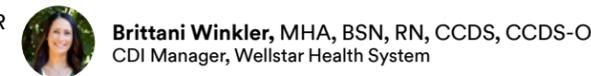
Increasing meaningful impact by focusing on priority cases

Wednesday, May 24 | 1:30 – 2:30 p.m.

Increasing meaningful review impacts with limited CDI resources can be challenging. The solution? Prioritized worklists and the ability to track ROI. This session will focus on optimizing priority scoring to target reviews with the most potential impact. Our panel of experts will discuss how they use prioritization to complete second-level reviews that impact GLOS/SOI/ROM and revenue integrity metrics.



Francesca Delisser, MSHI, BSN, RN, CCDS, CRCR
Senior Director, Clinical Documentation Integrity
Ensemble Health Partners



Brittani Winkler, MHA, BSN, RN, CCDS, CCDS-O
CDI Manager, Wellstar Health System



Manjot Singh, CCS, CDIP, CCDS, CRCR
Senior Network Director CDI
Westchester Medical Centre



Jeff Seese, CSP
Manager, Revenue Cycle Product Owners, 3M HIS

Successful integration of multiple facilities: Caring for people while managing systems

Wednesday, May 24 | 2:45 – 3:45 p.m.

Health care systems are merging new facilities into existing structures. Which means staff must adapt to new cultures and new systems. It's important to assess the needs related to hardware and software, not to mention the people component. Join us as we describe a successful integration approach.



Lori Dixon, MSN, RN-BC, CDIP
Director of Clinical Documentation Integrity, Piedmont Healthcare

Leveraging data, benchmarks and reporting to impact CDI, coding and quality goals

Wednesday, May 24 | 2:45 – 3:45 p.m.

From improving financial reimbursement to increasing quality reporting metrics, **3M™ Performance Data Monitoring (PDM)** can be leveraged in a variety of ways. This panel will provide examples of operationalizing 3M PDM to improve overall hospital-based DRG outcomes, leverage 3M PDM during second-level mortality reviews and increase visibility into opportunities that can impact CDI program goals.



Carrie Wise, RN, CCDS, CDIP
Director, Clinical Documentation Integrity (CDI)
Peaks Region, Intermountain Health



J.J. Melin, BSN, RN
AVP of Clinical Documentation Integrity, MultiCare Health System



Stephen Houlahan, RN, MSN, MBA, CCS, CCDS
Senior Documentation Specialist, Sharp Health Care



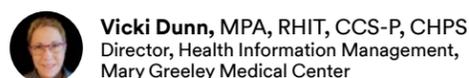
Rob Bauer, RHIA
Senior Health Care Performance Advisor, 3M HIS

Clinical documentation integrity (CDI) and quality track (cont.)

Is this what outpatient CDI looks like?

Thursday, May 25 | 10:15 – 11:15 a.m.

During this session, Mary Greeley Medical Center will detail its journey partnering with 3M to recognize and implement opportunities and ensure that E/M leveling methodology, documentation and reimbursement reflects the resources utilized to care for emergency department patients. Learn about the organization's plans to use this framework to achieve additional opportunities in other hospital-based outpatient clinics.



Vicki Dunn, MPA, RHIT, CCS-P, CHPS
Director, Health Information Management,
Mary Greeley Medical Center



Bobbie Starkey, RHIT, CCS-P, CRC
Senior Consultant, 3M HIS



Sue Belley, RHIA, CPHQ
Manager, CS Clinical Content Developer, 3M HIS



Free educational webinars

- **3M Quality Webinar Series:** As hospitals move toward the future of value-based care, they're focusing more than ever on quality measures and finding new ways to streamline and improve clinical documentation. This series provides expert insights from both 3M subject matter experts and clients on key quality initiatives where hospital leaders may find themselves at risk. Subscribe to the series [here](#).
- **3M CDI Innovation Webinar Series:** For more than 20 years, CDI experts have played a key role in the health care industry. As the industry evolves at a record pace, their work has never been more important, or more challenging. This series offers in-depth sessions with 3M SMEs and clients on a wide variety of emerging CDI challenges and opportunities such as: advancing technology, shifting care settings, measuring quality, cross departmental collaboration and much more. Subscribe [here](#).
- **3M Virtual Pulse Imaging Webinar Series:** This series addresses essential matters facing imaging practices. Driven by audience participation, these live, real time webinars deliver insights and best practices for these unique groups. Access [here](#).
- **3M Independent Physician Practice Webinars:** From people to technology, payer contracts to profit and loss statements, physicians have a lot to manage in addition to their number one priority: patients. This series addresses key topics in practice management and provides insights to help ease administrative burden so that physicians and specialists can focus on delivering high quality patient care. While focused on independent groups, these lessons can be applied more broadly to physicians across care [settings](#).
- **3M Community Hospital Webinars:** Community hospitals and other small acute care facilities are increasingly turning to CDI programs to improve financial and quality outcomes. This series features success stories from community hospitals and educational sessions with 3M community experts, all focused on helping small and community hospitals address their unique [needs](#).

**Live webinars include Q&A sessions, while archived recordings are available on demand for convenient access.*



Clinician solutions track

To further our mission of creating time to care for physicians and other clinical stakeholders, we are excited to announce the introduction of a new and exciting clinician-centric track. Learn from clients on how they are working with 3M to meet the quadruple aim of health care - reducing costs while improving population health, the patient experience and team well-being, including mitigating physician burnout and cognitive overload. Don't miss the powerful sessions in this track.

Incremental innovation to ambient solutions: Bridging the gap between hype and usability

Tuesday, May 23 | 1:15 – 2:15 p.m.

Having achieved the goal of widespread physician utilization of speech understanding within Epic, Mayo Clinic continues to the next goal of the adoption of Hey Epic! with embedded 3M virtual assistant technology. With an eye on change management and physician confidence, Mayo Clinic embarks on the ambient clinical documentation journey to make clinical documentation a by-product of the patient-physician interaction.



Mark Nyman, MD
Chair, Clinical Documentation Subcommittee, Mayo Clinic

Intermountain Health extends quality programs across the enterprise with 3M™ M*Modal CDI Engage One™

Tuesday, May 23 | 2:30 – 3:30 p.m.

CDI programs are cornerstones of quality initiatives, but are challenged to address these opportunities across all inpatient care sites leading to a significant quality measurement gap at community and critical access hospitals. To address this challenge, leaders with Intermountain Health's physician advisor services have applied a combination of peer to peer physician education and artificial intelligence, resulting in substantial improvement in quality measures across their system.



Kearstin Jorgenson, MS, CPC, COC
Operations Director for Intermountain Physician Advisor Services (IPAS), Intermountain Health



Kory Anderson, MD, FACP, CHCQM
Medical Director of Physician Advisor Services, CDI & Quality, Canyons/Desert Regions Intermountain Health

How Mayo Clinic uses 3M™ M*Modal HCC Management to support its industry-leading outpatient CDI program

Tuesday, May 23 | 4 – 5 p.m.

Dr. James Manz, Chair of Outpatient CDI and Vice-Chair of Inpatient CDI for Mayo Enterprise, co-author of the 2023 ACDIS Pocket Guides for both inpatient and outpatient CDI, will discuss how Mayo Clinic uses 3M HCC Management to help support an enterprise-wide innovation strategy for diagnosis management while creating the gold standard for outpatient CDI.



James Manz, MD
Chair, Outpatient CDI and Vice-Chair, Enterprise CDI, Mayo Clinic

Deploying an adaptable NLU platform to drive life-saving use cases

Wednesday, May 24 | 10 – 11 a.m.

Join Gunjan Tiyyagura, MD, MHS, Associate Professor of Pediatrics and Emergency Medicine, section of Pediatric Emergency Medicine, Yale University School of Medicine to discuss how she and her team use the 3M NLU platform to identify high risk infant injuries in EHR notes with high accuracy to save young lives and drive awareness of abuse.



Gunjan Tiyyagura, MD, MHS
Associate Professor of Pediatrics and Emergency Medicine, Yale University School of Medicine

Closing the loop in clinical documentation

Wednesday, May 24 | 1:30 – 2:30 p.m.

Instead of providing point solutions to disparate problems, 3M M*Modal takes a holistic approach to clinical documentation quality and efficiency. Helping physicians capture the complete story in the EHR, 3M applies real time clinical intelligence to deliver in-workflow insights that lead to proactive action that reduces rework. Join 3M product leaders to learn how you can implement this forward-looking strategy.



Tim Ruff
Chief Product Owner, 3M HIS



Dan Engel, MS
Chief Product Owner, 3M HIS



Kristen Viviano, MHA, CPC, CRC-I
Chief Product Owner, 3M HIS



Breanne Goodman, MPH
Product Owner, 3M HIS

NLU for health care: What is real now

Wednesday, May 24 | 2:45 – 3:45 p.m.

There is considerable hype around AI in health care. While there are cutting-edge technologies that will change the face of patient care and physician workflows, what is real and available today? Join us to learn the 3M incremental approach to leveraging natural language understanding to deliver high value solutions.



Josh Amrhein, MHA
NLU Program Manager, 3M HIS



Federal government track

This year, for the first time, we are introducing a federal government track. 3M HIS understands the complex federal government contract requirements and acquisition laws, and how to adapt 3M HIS technology and solutions to support every government mission. This track will explore how federal government clients are advancing health care through innovative software solutions from implementation through sustainment.

Defense Health Agency (DHA) 3M™ 360 Encompass™ System implementation discoveries

Tuesday, May 23 | 1:15 – 2:15 p.m.

This session highlights DHA's enterprise-level themes and successes related to coding and patient registration with 3M 360 Encompass.



Lieutenant Colonel Beatrice Kearney, BSN, MHA, CPC
Chief, Health Records Management Branch
Defense Health Agency



Major Jessica Georgi, MSHIM, RHIA
Health Records Management Officer
Defense Health Agency

Veterans Health Administration 3M™ 360 Encompass™ System implementation discoveries

Tuesday, May 23 | 2:30 – 3:30 p.m.

Listen as the Veterans Health Administration shares its experiences during the recent go-lives of 3M 360 Encompass and how it leveraged areas identified for improvement to produce more favorable outcomes globally across the enterprise.



Lisa Bueter, MS, RHIA
HIM Specialist, VHA

3M™ 360 Encompass™ Computer-Assisted Coding (CAC) and auto-suggestion utilization

Wednesday, May 24 | 10 – 11 a.m.

Learn about organizational efficiencies for 3M 360 Encompass CAC and auto-suggestion utilization. This session includes several methods that help facilitate optimization of coding and CDI.



Mark Raich, BS/BA
Senior Project Manager, 3M HIS

Tips and tricks to optimize 3M™ 360 Encompass™ System and 3M™ Coding and Reimbursement System Plus

Wednesday, May 24 | 1:30 – 2:30 p.m.

This session provides tips and tricks for the 3M 360 Encompass and 3M CRS+ as it pertains to the Department of Defense (DOD) and Veterans Administration (VA) MHS Genesis EHR, intended for coders, CDIS, coding managers, HIM managers and other professionals impacted by coding.



Cynthia Phyfer, RHIA, CCS, CCS-P
Coding Solutions Trainer, 3M HIS

How to use 3M™ 360 Encompass™ Audit Expert System—Code Audit

Thursday, May 25 | 10:15 – 11:15 a.m.

Presenting 3M 360 Encompass Audit Expert – Code Audit. Learn more about the 3M Code Audit tool and how to review and evaluate data and create batches of records for review as it pertains to the Department of Defense (DOD) and Veterans Administration (VA).



Jerva Keberenge, BSHA, RHIA
3M 360 Encompass Coding Solution Trainer, 3M HIS



Population insights track

These sessions will focus on promoting population health and patient safety. 3M HIS clients will describe how they are working to enhance the patient experience, increase the health of their populations and work to improve the overall cost of care.

The next frontier for CDI: Risk adjustment beyond SOI and ROM

Wednesday, May 24 | 10 – 11 a.m.

As risk adjustment is increasingly tied to reimbursement, CDI programs must move beyond traditional reviews to ensure the medical record fully represents the patient's risk of adverse events. This session will explore various comorbidity models and 3M tools and education to assist in the transition to a risk-adjustment world.



Cheryl Manchenton, RN, BSN
Project Manager, Quality Services Lead, 3M HIS



Improving children's health using 3M™ Clinical Risk Grouping (CRG) Software

Thursday, May 25 | 9 – 10 a.m.

The vision of Nemours Children's Health is to create the healthiest generation of children using a holistic approach to health—from primary care to the most complex medical care. This session will dive into how Nemours Children's uses data and outputs from 3M CRGs to stratify patients, create strategies to focus resources, and ultimately increase the overall health of their patients.



Alex Koster, CHCIO
Director, VBSO Analytics & Technology
Nemours Children's Health

Improving ambulatory patient safety and anticipating potential new U.S. News & World Report safety ranking

Thursday, May 25 | 10:15 – 11:15 a.m.

U.S. News & World Report announced its evaluation of the 3M™ Ambulatory Potentially Preventable Complications (AM-PPCs) grouper for its 2023 Best Hospital Ranking. Learn about the installation experience, baseline performance and evaluation against Medicare benchmarks. We will also share an approach to service line performance, provide a profile of expected versus actual ambulatory complication events, and how to approach patient safety and quality performance improvement.



Sandeep Wadhwa, MD, MBA
Global Chief Medical Officer, 3M HIS



Miki Patterson, PhD, ONP
Product Owner, 3M HIS

3M CES FAQs

Where can I register?

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

Who should attend the 2023 3M CES?

Each year 3M HIS hosts 3M CES as the premier event for its clients and partners focused on clinical documentation and health information. The content and experiences at the event are specifically tailored to health professionals who share that focus, including physicians, CDI experts, coders, information technologists and others interested in furthering the creation and use of health information. We invite you to join us and further the mission to enable better, faster, safer health care.

What topics are presented at 3M CES?

3M CES features general sessions with a mix of inspiring keynotes and educational industry experts covering critical industry issues. 3M clients are center stage to share their best practices, lessons learned and demonstrate how they are using 3M latest technological advances. Breakout sessions provide deep dive learning opportunities from 3M and 3M client experts, providing education and training across several topical tracks including coding and audit, CDI and quality, cross-department collaboration, population insights, federal government and clinician solutions.

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 within one month of the conclusion of CES. All tracking will be done electronically. You must meet the required time within the session in order to receive your CEU. Questions about CEUS, please contact Michael Rant at mrrant@mmm.com.

How can I present at 3M CES next year?

Our goal is to have as many clients participate as presenters as possible and hope you'll consider presenting in 2024. If you're interested in presenting, let us know in the post-3M CES survey. We'll follow up in early 2024 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.

Will a recording of 3M CES content be available?

Unfortunately, this year 3M CES content will not be available after the event.

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

For more information about this year's 3M CES, please email us at: 3Mces@mmm.com

How can I connect with other attendees?

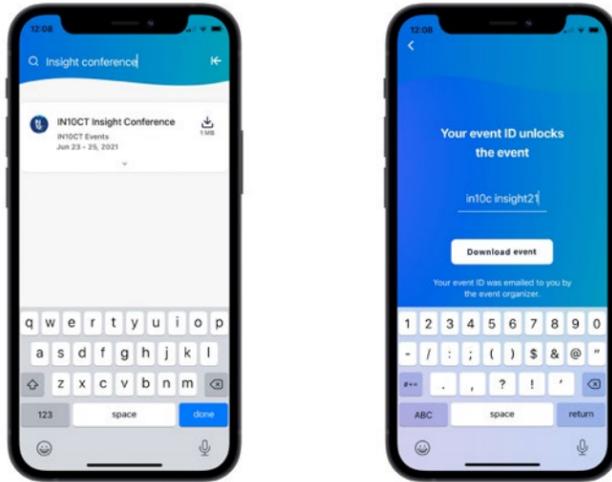
The best part of 3M CES is you! We know that you love connecting with each other, so we've made it easy. This year, you will have access to our 3M CES app where you can see who else is attending and make new connections.



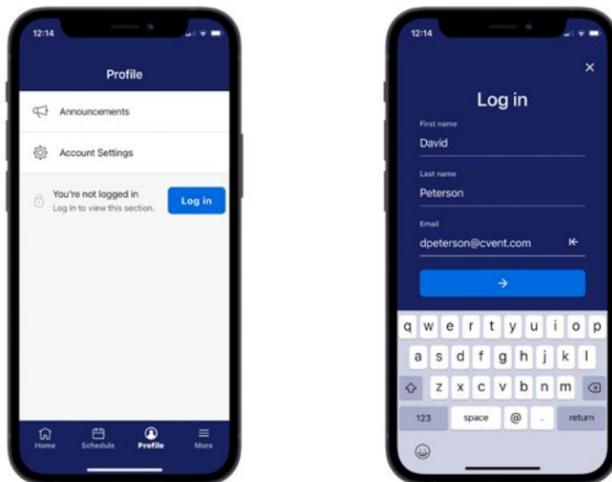
3M CES FAQs (cont.)

How can I access the event app?

1. **Download the app.** Access the [App Store](#) or [Google Play 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 (mmm CES2023) in the search bar.
3. **Download the event.** When prompted, enter the event ID and tap Download  to download event.



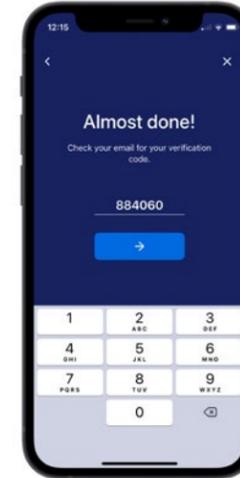
4. **Enter your information.** If you aren’t automatically prompted to log in, tap the **Profile** tab at the bottom of the screen, then **Log in**.



Enter your first name, last name, and the email address that you used to register for 3M’s CES.

Then tap the arrow.

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.



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