

HEALTH INFORMATICS AND INFORMATION MANAGEMENT (HIIM)

ADVISORY COMMITTEE

May 2, 2024

2:30-4 PM

<u>Community Members</u>		<u>Shoreline Representatives</u>
Amy Hertel, RHIT – CHAIR Director, Health Information Operations – Seattle Children’s Present	Mary Huston, RHIT, CCS VICE CHAIR Medical Coder VA SORCC White City	Melanie Meyer, PhD, MHA, RHIA, CPHQ, CCS HIIM Director & Professor Present
Gail Ayers, RHIT, CCS HIM Coding Auditor & Educator PeaceHealth	Thea Joyce Natividad Release of Information Manager Kaiser Permanente Present	Gloria Anderson, MEd, RHIA, CCS HIIM Professor Present
Denise Bendiksen EpicCare Link/Care Everywhere Applications Analyst, Information Technology Services UW Medicine Excused	Brandon Nettlekiss, RHIA Health Information Management Supervisor Providence Mother Joseph Care Center Present	Lauren Hadley Director of Workforce Education
Lara Broussard, MS, RHIA Sr Director of Coding Quality and Education Optum Present	Peggy Ostergaard, CCS, CTR Owner PRO-scription Excused	
Stephanie Callahan, RHIT Mgr, Embedded Inventory Ciox Health Present	Leticia Parks, MSHI, RHIA Health System Specialist VA Health System Present	
Sharon Curtis, RHIT, CCS, CST Compliance Analyst Revenue Integrity/Radiation Oncology UW Medicine Present	Syreeta Kinnard, MSHI, RHIA Chief Operating Officer Optum Present	
Kim Glockner, RHIT Revenue Integrity Analyst UW Medicine Excused	Karima Lalani, PhD, MBA, RHIA, FACHE Assistant Teaching Professor, Department of Health Systems and Population Health – UW Present	
Debbie Ingersol, CPC, CCS-P, CPC-I Supervisor Professional Coding/ Reimbursement - Revenue Integrity EvergreenHealth Present		
Joyce Kobayashi, MBA, RHIA HIM System Director Providence Health		

MEETING NOTES

TOPIC	DISCUSSION / ACTION ITEMS
<p>A. Welcome</p> <ul style="list-style-type: none"> • Introduce new members • New Vice Chair: Mary Huston 	<p>Welcome to Thea / Kaiser and Karima / UW Program Director</p>
<p>B. Minutes Review – November 2, 2023</p>	<p>Minutes were reviewed/approved – Brandon, Karima</p>
<p>C. Round Robin</p> <ul style="list-style-type: none"> • Is there any “innovative” opportunity (e.g., technology, process, etc.) that has been implemented or reviewed in your department/facility this year? • What do you see as the future of the role of coders as AI advances? 	<p>Discussed innovative technology and/or coding / AI.</p> <p>Amy – Focus at Seattle Children’s is on utilizing the EHR to its fullest – reduce burden on staff, address finances, reduce contract staff. Organization is focused on optimization phase. There is also interest in using AI.</p> <p>Leticia - VHA has established a new office of AI, pushing innovation. Reading book on AI in medicine. Clinician burden reduction. More efficiency, easier note taking. CDI Specialist critical. Role for AI with audits.</p> <p>Karima shared that the AMA is using term “augmented intelligence.” Physicians want AI to reduce admin burden – see article here: AMA Future of Health: The Emerging Landscape of Augmented Intelligence in Health Care American Medical Association (ama-assn.org)</p> <p>Epic is also working on AI product innovation/integration.</p> <p>Syreeta/Optum – mentioned her organization is using AI to prevent cyber-attacks – big focus on privacy/security</p> <p>Thea / KP – has new ROI automation in Epic planned; used in other KP regions</p>
<p>D. Program Status & Evaluation</p> <ul style="list-style-type: none"> • Graduates – HIT (13), Coding (5), Health Data Analyst (5), Foundations (1) • PCAP Renewal - Approved • CAHIIM Accreditation Annual Report - underway 	<p>We have a good group of students getting ready to graduate this term. The HIT students are working on early RHIT exam testing. We continue to have more students opt for the Health Data Analyst certificate. The certificate has been updated with a new elective and will be in our next catalog.</p>

<p>E. Discuss: Managing the HIM Department</p> <ul style="list-style-type: none"> • What are the challenges in managing today's HIM department? • Can you share the % of remote staff your department has? • How many different work locations are there for employees in your department? 	<p>Amy – employees are 100% remote. There is one team member that comes in 1x per week to handle onsite tasks. ROI does all e-delivery. Challenges – staff retention, strong communication. Finding new ways to do staff recognition when employees working remotely.</p> <p>Volunteer and student programs are more challenging</p> <ul style="list-style-type: none"> - How to meet - How to connect to systems <p>Political issues, staff protection, operationalizing procedures.</p> <p>Syreeta/UHG/Optum – already had good % of employees working remotely prior to pandemic. Now ~80%. Her whole team is remote. Must manage across time zones. Regular team meetings to connect.</p> <p>Brandon/Providence – SNF – mostly paper environment. EHR limited. Consults on paper. Some scanning. Hospice patients, need to get forms back. Paper records offsite.</p> <p>Thea – KP – Eastern and Western units – flexible staffing model. Team members rotate onsite once per week. If team members want to work they can. Still paper mail. May need to release paper records.</p> <p>Seattle Childrens – utilizes Datavant for ROI. May utilize other offices on site for in-person pickup.</p> <p>Stephanie – Datavant – high % of remote staff Some staff onsite at client locations, depending on organization (e.g., Overlake) for chart retrieval.</p>
<p>F. Shoreline Student Learning Outcomes (SSLOs): Communication, Critical Thinking, Equity, Social Justice, Quantitative Reasoning, Information Literacy. See new Shoreline SSLOs at end of document. Discuss:</p> <ul style="list-style-type: none"> • How do you assess critical thinking skills during a job interview and/or on the job? Any examples? 	<p>Amy – interview question example: how would you handle an escalation issue? Responses – “just let my manager know” – may be a red flag. Better – researched issue, here is something that may help. Breaking down issues as they occur – using tools, checking with co-workers.</p> <p>Leticia – soft skills by AHIMA – EHR competency work. Companies want critical thinking, problem solving – interview questions, conflict resolution. Foster skills development in the workplace; education on soft skills. Using process improvement tools (e.g., fishbone diagram) can help provide framework.</p>

	<p>Debbie – we look for critical thinking with new coders. Want coders to know how to find appropriate resources, official guidance.</p> <p>Syreeta – how to deal with opposing views. Focus on collaboration.</p> <p>Brandon – advantage with employees onsite. Fully involved in all aspects of patients stay.</p>
<p>G. Program and Course Review:</p> <ul style="list-style-type: none"> • Health Information Foundations Certificate <ul style="list-style-type: none"> ○ Does this certificate provide reasonable foundation to get an entry level job? • HIIM 245 Release of Information Practicum (lab and practicum) <ul style="list-style-type: none"> ○ Review course outcomes ○ Sample assignments 	<p>Committee reviewed the latest Foundations certificate course list and targeted jobs list.</p> <p>Karima noted that HIM skills can be a broader entry to healthcare field/jobs. Client Services Reps (HIM Specialist, ROI focused)- Stephanie shared job description – see: https://www.linkedin.com/jobs/view/3913445617</p> <p>Gloria provided an overview and Canvas tour of the HIIM 245 - Release of Information Management Practice course.</p> <p>Course Description: Virtual release of information practicum of electronic patient health records in accordance with WA state and Federal laws including HIPAA, privacy, and security concepts.</p> <p>HIIM 245 builds on the HIIM 170 Legal Aspects of HIM course. Students will get lots of ROI practice in the class and also complete a course project in week five.</p>
<p>H. Committee Schedule, Reminders</p> <ul style="list-style-type: none"> • Proposed Next Meeting: November 7, 2024 	<p>Date seems to work for most folks. Melanie to send calendar invite.</p>
<p>I. Adjournment</p>	<p>Thanks for your participation - we really appreciate your support!</p>

Shoreline Student Learning Outcomes
COM 1-1: Create written content that communicates information and findings while considering multiple perspectives, culturally diverse audiences, and contexts.
COM 2-1: Communicate intentionally and seek to understand others while considering multiple perspectives, culturally diverse audiences, and contexts.

CT 1: Evaluate evidence from different viewpoints using proven methods in a particular field or discipline to draw justifiable conclusions.

ESJ 1: Analyze the impact of racial oppression in a given contemporary social problem in the United States.

INFO LIT: Students will locate, retrieve, and analyze or evaluate sources to fulfill an information need.

QSR V4: Use mathematical calculations to investigate situations applicable to a specific program or discipline and draw conclusions.