

HEALTH INFORMATICS AND INFORMATION MANAGEMENT (HIIM)

ADVISORY COMMITTEE

May 4, 2023, 2:30-4 PM

<u>Community Members</u>		<u>Shoreline Representatives</u>
<p>Leticia Parks, MSHI, RHIA – CHAIR Health System Specialist VA Health System Present</p>	<p>Amy Hertel, RHIT – VICE CHAIR Director, Health Information Operations – Seattle Children’s Present</p>	<p>Mary Burroughs, MSN, RN, CNE Dean, Health Occupations</p>
<p>Gail Ayers, RHIT, CCS HIM Coding Auditor & Educator PeaceHealth Present</p>	<p>Debbie Ingersol, CPC, CCS-P, CPC-I Supervisor Professional Coding/ Reimbursement - Revenue Integrity EvergreenHealth Present</p>	<p>Melanie Meyer, PhD, MHA, RHIA, CPHQ, CCS HIIM Director & Professor Present</p>
<p>Denise Bendiksen EpicCare Link/Care Everywhere Applications Analyst, Information Technology Services UW Medicine Present</p>	<p>Joyce Kobayashi, MBA, RHIA HIM System Director Providence Health Present</p>	<p>Gloria Anderson, MEd, RHIA, CCS HIIM Professor Present</p>
<p>Lara Broussard, MS, RHIA Sr Director of Coding Quality and Education Optum Present</p>	<p>Peggy Matthews, RHIT CentraCare Professional Billing Outpatient Coder Present</p>	<p>Lauren Hadley Director of Workforce Education</p>
<p>Stephanie Callahan, RHIT Mgr, Embedded Inventory Ciox Health Present</p>	<p>Jodi Moore, RHIA Senior Consultant- OP Clinical Coding Claro Healthcare</p>	<p>Toni McKay, RHIA Associate Faculty Present</p>
<p>Lynette Colis, RHIT HIM Consultant Kaiser Permanente Present</p>	<p>Brandon Nettlekiss, RHIA Health Information Management Supervisor Providence Mother Joseph Care Center Present</p>	
<p>Sharon Curtis, RHIT, CCS, CST Compliance Analyst Revenue Integrity/Radiation Oncology UW Medicine</p>	<p>Peggy Ostergaard, CCS, CTR Owner PRO-scription Present</p>	
<p>Jennifer Foskett, MBA, RHIA, CPC Operations Mgr, Revenue Integrity UW Medicine</p>	<p>Salome Scherer, MHIHIM Data Analyst CDC Foundation</p>	
<p>Kim Glockner, RHIT Revenue Integrity Analyst UW Medicine</p>	<p>Syreeta Kinnard, MSHI, RHIA Associate Director of Local Affordability UnitedHealth Group Present</p>	

<p>Mary Huston, RHIT, CCS Medical Coder Present VA SORCC White City</p>	<p>Jim Condon, EdD, RHIA, CTR Program Director and Associate Teaching Professor - HIHIM Department of Health Systems and Population Health – UW Present</p>	
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TOPIC	DISCUSSION / ACTION ITEMS
<p>A. Welcome</p> <ul style="list-style-type: none"> • New Member Introductions 	<p>Welcome to our new members who are all former Shoreline graduates:</p> <ul style="list-style-type: none"> • Denise Bendiksen • Debbie Ingersol • Peggy Matthews
<p>B. Minutes Review – November 3, 2022</p>	<p>Approved</p>
<p>C. Environmental Scan</p> <ul style="list-style-type: none"> • Revenue Integrity Skills / Needs <ul style="list-style-type: none"> ○ What positions do you have in your organization (or that you know of) regarding revenue integrity or Charge Description Master (CDM)? ○ Any feedback on important skills and/or training needs? ○ What do you see as the top 1-2 areas needed for HIM staff training? (any area) 	<p>Shoreline’s coding certificate has a new name: Comprehensive Coding & Revenue Integrity Specialist Certificate</p> <ul style="list-style-type: none"> • Assessing needs for revenue integrity skills in this context. <p>Leticia – At the VA, there is a new role for chargemaster – Charge Analyst (Program Analyst) due to implementation of Cerner – new system.</p> <ul style="list-style-type: none"> • Emphasis on CPT coding – OP perspective • General insurance knowledge • NCCI edits – big part of CDM • Important to collaborate across services – lab, radiology, surgery • Strong communication skills <p>Denise - UW recruiting for a Revenue Integrity Auditor, Revenue Integrity Manager – requires Bachelors in HIM or equivalent, UM and case mgmt. experience, 5 yrs experience in total</p> <p>Discussed whether Case Mgmt is primarily nursing - > yes CDI – mix of HIM and nursing backgrounds.</p> <p>Top training needs:</p> <ul style="list-style-type: none"> • Coding, documentation • Audits <p>Peggy - Coding Education – 200 coders in org. Organization provides regular training - mostly CPT focused. Important for coding CEUs.</p>

	<p>Gail – Epic site. Training on CAC. Moving to Audit Expert – end of month. Put in edits, prebill. Use Healthstream service for coding training, CDI, to earn CEUs. Financial stream → financial focus.</p> <p>Lara - At Optum we are working on building up our training and education. We use HealthStream learning system for majority of education. We also educate from audit findings.</p> <p>Brandon - Skilled Nursing, HCC focused, use Net Solution HER.</p> <ul style="list-style-type: none"> • Implemented Patient-driven payment model. • Focus on capturing primary dx + comorbidities <p>Coders with clinical background helps vs using CDI Specialist to answer questions</p> <ul style="list-style-type: none"> • Broad assessment of disease conditions; strong A&P. • Not nurse but need strong clinical training. <p>When coding, nurses often use clinical indicators (for diagnosing) vs what physician documents - different perspective.</p>
<p>D. Program Status & Evaluation</p> <ul style="list-style-type: none"> • Program Stats • PPE Highlights • PCAP Status • HIIM Program Evaluation 2022-2023 <ul style="list-style-type: none"> ○ RHIT Exam Results ○ Graduate Survey Results 	<ul style="list-style-type: none"> • Program Stats <ul style="list-style-type: none"> ○ Spring Graduates – 12 HIT AAAS; 6 Coding certificate graduates • PCAP Status - approved in March 2023 • CAHIIM annual report underway • HIIM Program Evaluation 2022-2023 <ul style="list-style-type: none"> ○ Reviewed RHIT Exam Results: Overall pass rate was 80% for 2021-2022 – slowing improving after the pandemic. ○ Reviewed Graduate Survey Results – key results: <ul style="list-style-type: none"> ○ Overall, how satisfied are you with the quality of your Shoreline Education (4.43/5) ○ The Professional Practice Experience course (HIIM 234) helped better prepare me to be an HIIM professional (4.80/5) ○ The HIIM 228 Medical Coding Practicum course helped better prepare me to be a coding professional (4.58/5)

	<ul style="list-style-type: none"> • PPE Highlights <ul style="list-style-type: none"> ○ A BIG thank you to our PPE sites this year: Neighborcare Health, LaHai Health, Eye Clinic of Edmonds, VA SOORC Oregon, Evergreen Health, Sound Family Medicine, Seattle Children's, Swedish University of Rochester Medical Center, Island Health, DMOS Orthopedics Unity Care, Kadlec, UW Medicine. ○ Thank you to our Career Chat speakers: Kim Glockner, Stephanie Callahan, Lynette Colis, and Peggy Ostergaard
<p>E. Program and Course Review:</p> <ul style="list-style-type: none"> • NEW: HIIM 245 ROI Practicum • Health Information Foundations Certificate Update 	<p>Reviewed the course outline for new course on Release of Information (ROI) practice. This course was developed based on the Advisory Committee feedback last year. Course currently going through Curriculum approvals. Will be offered for the first time in Summer 2024.</p> <p>Course will be added to our entry level certificate – Health Information Foundations.</p>
<p>F. Communities of Practice Goal (CAHIIM)</p> <ul style="list-style-type: none"> • The program must indicate how it <u>assesses and responds</u> to the needs of its communities of practice, demonstrating how it translates those needs into an educated, competent workforce, and how the program inspires and supports its communities of practice. • Any ideas on how we might address this and support the HIIM community? 	<p>Discussed options for how Shoreline can support the HIIM community of practice.</p> <ul style="list-style-type: none"> • Booth at state level conferences. • Sponsorship table • Social media forum <p>Topics of interest/to share:</p> <ul style="list-style-type: none"> • Consider workforce assessment – new directives, for example: Value-based care/reimbursement, other industry changes • Prebilling - cost estimates for patients • Consumer-focused education – understand your medical record. <p>From Amy: I wonder if there would be an opportunity to learn more/partner with the main electronic health record systems that are used in our area – specifically by having students hear from or meet with representatives from Epic or Cerner? Our teams often worked directly with Cerner representatives and now Epic since our transition a few years back. It helps to understand what their roles are in working with clients and what skill sets they work with in the community.</p>

G. Committee Schedule, Reminders <ul style="list-style-type: none">• Proposed Next Meeting: November 2, 2023	Confirmed date
5 Adjournment	