HEALTH INFORMATICS AND INFORMATION MANAGEMENT (HIIM)

ADVISORY COMMITTEE
November 7, 2024
2:30-4 PM

Community Members		Shoreline Representatives
Amy Hertel, RHIT – CHAIR Director, Health Information Operations – Seattle Children's Present	**Mary Huston, RHIT, CCS – VICE CHAIR** Medical Coder Lebanon VA CCSC	**Orlando Lange** Interim Dean, STEM CTE Present
Gail Ayers, RHIT, CCS HIM Coding Auditor & Educator PeaceHealth Present	**Syreeta Kinnard, MSHI, RHIA** COO, Optum UnitedHealth Group Present	**Melanie Meyer, PhD, MHA, RHIA, CPHQ, CCS** HIIM Director & Professor Present
Denise Bendiksen EpicCare Link/Care Everywhere Applications Analyst, Information Technology Services | UW Medicine	**Thea Joyce Natividad, RHIA** Release of Information Manager Kaiser Permanente Present	**Gloria Anderson, MEd, RHIA, CCS** HIIM Professor Present
Lara Broussard, MS, RHIA Coding Director CommonSpirit Present	**Brandon Nettlekiss, RHIA** Health Information Management Supervisor Providence Mother Joseph Care Center	**Lauren Hadley** Director of Workforce Education
Stephanie Callahan, RHIT Mgr, Embedded Inventory Ciox Health	**Kevin Park, CCS** Coder Datavant Present	
Sharon Curtiss, RHIT, CCS, ROCC, CST Compliance Analyst Revenue Integrity/Radiation Oncology | UW Medicine Present	**Leticia Parks, MSHI, RHIA – Past CHAIR** Health System Specialist VA Health System Present	
Quyen Dinh, RHIT, CDIP HIM Manager Fairfax Behavioral Health	**Peggy Ostergaard, CCS, CTR** Owner PRO-scription	
Shandra Eknes, RHIT Clinical Policy Coding Administrator Premera Blue Cross Present	**Becky Revand, MHA, CHCL** Director of Information Governance Enterprise Records and Health Information | UW Medicine Present	
Debbie Ingersol, CPC, CCS-P, CPC-I Supervisor Professional Coding/ Reimbursement - Revenue Integrity EvergreenHealth	**Andrea Valle, RHIT** HIM Director Prosser Memorial Health Present	
Karima Lalani, PhD, MBA, RHIA, FACHE Assistant Teaching Professor, Department of Health Systems and Population Health – UW Excused	**Lindy Zabilka, RHIT, CCS-P** Supervisor, Health Information Mgmt Kadlec Regional Medical Center Present	

MEETING MINUTES

TOPIC	DISCUSSION / ACTION ITEMS
A. Welcome • Welcome new members	New members that were present briefly introduced themselves. Welcome to Quyen, Shandra, Kevin, Becky, Andrea, and Lindy!
B. Minutes Review – May 2, 2024	Amy made motion to approve.
C. Career Path Round Robin • What changes have you seen in the HIM Operations and Coding career paths? • Any changes in informatics and/or analytics career paths to note? • Other departments/non-traditional areas to consider?	The committee reviewed the HIIM career paths for HIM Operations, Coding, Informatics, and Analytics (drafted with input from Advisory Committee a few years ago). HIM Operations career paths: • Still in line with what we are seeing today. • Themes - AI tools, outsourcing (different organizations), • Analysts – front line team members supporting My Chart, troubleshooting Epic applications • Privacy/risk mgmt. – HIM advising these groups on regulatory changes Coding career paths: • CDI in demand, not a lot qualified applicants with experience • Seeing more CDIP credentials now • At Peace Health CDI specialists are required to be nurses; coders can get CDIP credential to support (3M, help scrub record better) • Continues to be a struggle to get IP coders Analyst career paths: • Lots of variety for analyst roles • Continues to be growth area • Add senior analytic positions (e.g., Data architect, Data scientist) Informatics career paths: • ROI automation / system – via MyChart (rules – who can request, format) o Note: UW seeing 10% of ROI requests via MyChart • Using payer platform for HEDIS support

	• Not all systems integrated. Example: Mosaic system (Radiation Oncology) - hospital side, must manually pulling records for denials • Seeing increased denials from payers, lots of denials in radiation oncology area

D. Program Status & Evaluation
 	
Program Stats
• Fall Enrollment – ~ 90 students
• Graduates
   ○ HIT AAAS PPE students (17)
   ○ Coding Certificate (5)
   ○ Foundations Certificate (9) – SU24
   ○ Health Data Analyst Certificate (4) – S24
• RHIT Exam Results (2024): 7 students, 100% pass
 	
HIIM Program Evaluation 2024-2025 – Goals – see below
	Quick review of program stats – see details in right column
	
	HIIM Program Evaluation 2024-2025 – Goals – see summary at end of document.
	
	• Community of Practices Goal
	   ○ Continue to support coder apprenticeship/onboarding programs
	   ○ Promote open enrollment opportunities for CEUs, job skills (new HIIM Job Search class offered this past summer)
	   ○ Educate community on value of health records (e.g., HIIM 235 students share infographics on "Knowing Your Health Records," may consider continuing education course on this topic as well in future
	
	Looking for organizations to partner with us on the coder onboarding program (post-graduation). Please contact Melanie if there is interest.

E. Course Review: HIIM 125 Hospital & Clinic Records • Review course outcomes and example assignment	Reviewed HIIM 125 course – this course has evolved over the years, originally, focused on paper records and now mostly on electronic health records. Proposed new course name: Electronic Health Records. Reviewed course outcomes – seemed to be current. Items to add are noted below: • Integration of outside records (barriers) • Cover downtime procedures (i.e., cyberattacks, etc.). Need to be prepared to go back to paper, look at older records, downtime forms ○ Note: This topic is also covered in the HIIM 225 Health Informatics course

F. New CAHIIM Accreditation Standards for 2026: A competency-based education model • Defines what students must be able to <u>do</u> upon graduation • **Standard 23: Experiential Learning and Assessment** 　• Program must integrate authentic experiential learning opportunities beginning <u>within the first year of the program</u> to allow the students to practice and demonstrate the competencies. 　• <u>First year</u> authentic experiential learning experiences can be supervised and assessed by the program and by external professionals. 　• <u>Second year</u>: Prior to the completion of the program, the student must participate in experiential learning <u>outside the classroom supervised by an external professional</u>. 　• Evaluation is a summative assessment or structured feedback form. Questions for discussion: 　• Is there a preference for having one PPE / internship course vs having students for projects or series of project over time? 　　○ Differences in breadth vs depth of work 　• Are there any examples of projects where you might use students? 　• Are there other depts besides HIIM that could provide projects? 　• Any suggestions for how to identify these projects and/or contacts?	<u>Question</u>: Is there a preference for having one PPE / internship course vs. having students for projects or series of project over time? Challenges of onboarding – one time is easiest / best. Seattle Children's: Epic has a rule of automatically deactivating accounts after 90 days of inactivity. (Consecutive quarters would not work). Example projects: HIIM 226 Alternative Records – interview of HIM representative in alternate care setting. Would have interviewee complete student evaluation form to meet CAHIIM standard. For some organizations/departments, virtual projects can work (e.g., Sharon's dept only needs students to sign confidentiality form) Having students attend meetings is another option that can work virtually. Examples: 　• Have students attend a committee meeting where HIM participates with informatics, revenue integrity, nursing, quality or another department. 　• Revenue Integrity meetings - many attendees with different job titles (students can better understand different roles and responsibilities)
G. Committee Schedule, Reminders	

• Proposed Next Meeting: May 8, 2025 • Consider changing time to late afternoon, perhaps 4pm?	Group discussed meeting times – 2:30pm seems to work best.
H. Adjournment	

HIIM Program Evaluation 2024-2025 - Goals

- 100% of HIIM curriculum will be current and address all required knowledge domains and competencies.
    - Complete Course Quality Reviews – HIIM 219 underway, planning to submit HIIM 225
- 100% of teaching faculty will stay current and maintain their credentials, as well as grow industry knowledge and online teaching effectiveness.
    - Faculty track and report professional development activities annually
- 80% of graduates sitting for the RHIT exam will pass on first writing.
- Current students will rate course content as relevant, clear, and useful to learning at 3 or above based on a 1-5 (high) scale.
- Graduates will rate overall quality of the program at 3 or above based on a 1-5 (high) scale.
- Advisory Committee will review a minimum of two courses and/or programs annually for relevance to the marketplace.
- Community of Practices Goal
    - Continue to support coder apprenticeship/onboarding programs
    - Promote open enrollment opportunities for CEUs, job skills
    - Educate community on value of health records (e.g., HIIM 235 students share infographics on "Knowing Your Health Records," may consider continuing education course on this topic as well in future

COURSE TITLE HIIM 125 ~~HOSPITAL AND CLINIC RECORDS~~

PROPOSED: ELECTRONIC HEALTH RECORDS

CREDIT HOURS 5 credits (4 lecture, 2 lab hours per week)

COURSE DESCRIPTION
Overview of electronic health records including health record documentation uses, requirements, evaluation, and processing procedures in the hospital, physician office, and clinic settings. Application of the health record life cycle as well as how to maintain data quality. Hands-on experience with an electronic health record (EHR) application.

COURSE OUTCOMES
By the end of this course, the student should be able to do the following:

- Describe the role of the electronic health record, its components, and how it is used.
- Describe the functions of clinical documentation, who is responsible for completing health records including signatures/authentications as well as maintaining health record quality, and what makes a complete health record.
- Identify legislation, regulations, regulatory standards, and accreditation processes impacting health information management.
- Identify the content and purpose of a master patient index (MPI), various types of MPI content errors, and patient matching techniques.
- Apply understanding of the health record life cycle in the electronic, paper, and hybrid health record environment.
- Describe formats, filing and retrieval, and tracking of paper health records as well as differences between record processing required in paper systems vs. electronic health record systems.
- Apply policies and procedures to ensure the accuracy and integrity of health data.
- Identify required elements for reporting vital statistics and notifiable diseases, abuse, and deaths.
- Describe the importance, characteristics, and barriers to data quality with regards to health record documentation.
- Describe the main activities in Health Information Management (HIM), eligibility requirements for HIM credentials, HIM professional associations, and the accrediting body for HIM educational programs.

Integration of outside records (barriers)

Electronic Health Record course also touches on downtime (i.e., cyberattacks, etc.). Need go paper, look at older records, downtime forms

Example Assignments:

- EHR Activities: Orientation, Documentation Standards, Registering a Patient and Adding Orders, Data Entry, Case Study (medical record) Review, Intro to Chart Deficiencies
- Other Assignments: Record Abstracting (paper), IG Research / Memo