HEALTH INFORMATICS AND INFORMATION MANAGEMENT (HIIM)

ADVISORY COMMITTEE

May 5, 2022

2:30-4 PM

Community Members		Shoreline Representatives
Leticia Parks, MSHI, RHIA – CHAIR Health System Specialist VA Health System Present	**Amy Hertel, RHIT – VICE CHAIR** Director, Health Information Operations – Seattle Children's Present	**Mary Burroughs, MSN, RN, CNE** Dean, Health Occupations Present
Sheila Green-Shook, RHIA, CHP, FAHIMA - RETIRING CHAIR Present	**Joyce Kobayashi, MBA, RHIA** HIM System Director Providence Health	**Melanie Meyer, PhD, MHA, RHIA, CPHQ, CCS** HIIM Director & Professor Present
Gail Ayers, RHIT, CCS HIM Coding Auditor & Educator PeaceHealth Present	**Jodi Moore, RHIA** Senior Consultant- OP Clinical Coding Claro Healthcare	**Gloria Anderson, MEd, RHIA, CCS** HIIM Professor Present
Lara Broussard, MS, RHIA HIM Coding & Abstracting Mgr Swedish Health System Present	**Peggy Ostergaard, CCS, CTR** Owner PRO-scription	**Lauren Hadley** Director of Workforce Education Present
Jennifer Foskett, MBA, RHIA, CPC Operations Mgr, Revenue Integrity, UW Medicine Present	**Salome Scherer, MHIHIM** Data Analyst CDC Foundation	**Associate Faculty** Bev Hillinger Toni McKay Sally Zeibak Present
Lynette Colis, RHIT HIM Consultant Kaiser Permanente Present	**Jim Condon, EdD, RHIA, CTR** Program Director and Associate Teaching Professor - HIHIM Department of Health Systems and Population Health - UW	
Stephanie Callahan, RHIT Mgr, Embedded Inventory Ciox Health		
Sharon Curtis, RHIT, CCS, CST Coding Specialist – Radiation Oncology – UW Present		
Kim Glockner, RHIT Revenue Integrity Analyst UW Medicine Present		

MEETING AGENDA & NOTES

TOPIC	DISCUSSION / ACTION ITEMS
A. Welcome • New committee members • New Chair: Leticia Parks • Vice Chair: Amy Hertel • Thank you to Sheila for her many years of service 	Welcome to Gail Ayers who is joining the committee today. Gail is a coding auditor and educator at PeaceHealth – and a Shoreline graduate! Leticia Parks is officially taking over as our Advisory Committee chair today and Amy Hertel will be our new Vice Chair. Many thanks to Sheila for serving as the Advisory Committee chair for many, many years – we hope she enjoys her retirement!
B. Minutes Review – November 4, 2021	Bev made a motion to approve. All in favor – approved.
C. Advisory Committee Charter	The charter outlines the Advisory Committee member role and benefits.
D. Environmental Scan • ROI Skills / Needs • Hiring Trends	ROI skills/needs: Amy shared her experience in hiring contract positions. Unfortunately, there are no more volunteers due COVID. • ROI is a good entry level position. • Customer service skills is critical as many escalated phone calls must handled. • HIM/privacy experience is good if possible. • Pediatrics has many special cases and requires special expertise. Important for applicants to have an understanding of state and federal laws. WA state – Uniform Healthcare Act interplay with federal law. Important to have technology experience. Patients may have more direct access to health information via portals today. Portal may provide some health info not all. Portal access may impact ROI requests. More complex requests going to staff? ROI requests have been increasing. Payers have more direct access to records in EHR.

	Impact of information blocking – how laws are interpreted varies across facilities. Tricky to navigate scenarios. Policies may need to be updated. More staff training required across organization. Cures Act requires healthcare organization to release test results right away. Sally shared results of job posting analysis she completed on ROI positions listed in WA state. Lauren has job profiles for ROI positions from the Burning Glass database. Many healthcare orgs now outsource ROI functions to vendors – helps to have someone handle billing. More job opportunities with vendors? Hiring trends: Chargemaster Analyst – new role to VA Doing a lot of hiring in this area. Requires some coding/billing expertise. Data Analyst – PowerBI skills (report development). Tableau – these are coveted positions.
E. PPE Results / Highlights • Employer Survey Results	Reviewed employer survey results - respondents have either been a PPE sponsor, hired a Shoreline student, or sponsored a Shoreline student volunteer. 100% of respondents that participated in PPE were very satisfied with student performance. Overall quality of Shoreline students was highly rated.

F. Program Status & Evaluation
   • Program Stats
   • CAHIIM 2018 Competencies Status
   • PCAP Status
   • HIIM Program Evaluation 2021-2022
       o RHIT Exam Results
       o Graduate Survey Results
	Overall, number of graduates is up – particularly for our coding certificate.
	
	We cleared our CAHIIM 2018 competency updates at the end of 2021 and our AHIMA PCAP re-certification in February.
	
	The RHIT exam pass rate for 2020-2021 was 79%. Programs no longer get the student detail from AHIMA so hard to interpret these results.
	
	Scores were strong across all domains except data. We do have specific classes that are focused on health data management and informatics. To improve our pass rate, we now require students to achieve a 75%

	pass rate on their RHIT practice test results in winter quarter (part of PPE course). Graduate survey results across all programs were shared. 22 respondents. Overall, how satisfied are you with the quality of your Shoreline Education = 4.27/5 The Professional Practice Experience course (HIIM 234) helped better prepare me to be an HIIM professional = 4.29/5 About 40% of the respondents were employed. Those who were not working were taking care of kids, continuing education, or noted health issues.
G. Program and Course Review: • NEW NAME: Comprehensive Medical Coding & Revenue Integrity Specialist Certificate of Proficiency • NEW: HIIM 243 HIIM Job Search	Gloria shared the new name for our coding certificate program- Comprehensive Medical Coding & Revenue Integrity Specialist Certificate. The word "comprehensive" was added to note that our program has comprehensive coverage of all coding areas (in comparison to other programs that may only address physician/clinic coding). There also is more focus on revenue integrity in healthcare organizations – this is a growing area. Melanie presented a new 1 credit course that will be offered starting in the fall: HIIM 243 Job Search. While we integrate many career prep activities into the courses for the the HIT AAAS degree and coding certificate courses, we still see many students struggle when job hunting. Some key areas to address – how to search on Indeed or other sites. Key words to use, Unique job titles Often "HIM" is not in the job title. When searching, students need to consider a broad set of titles, skills. Need to focus on where HIM skills may be used – non-traditional roles. Other areas to consider: Analyst Health Informatics

	Students can also go to individual healthcare websites – review what is open, what kind of jobs, may help identify keywords HIIM 243 will be open enrollment – so even those who have graduated but may be considering a career change might register. Students can take course when ready – recommend a few months before starting a job search.
H. Committee Schedule, Reminders • Proposed Next Meeting: November 3, 2022	Please note our next committee meeting date. Melanie will send out a calendar invite.
5 Adjournment	Meeting adjourned at 3:40pm

HIIM Program Status – Spring 2022

Program	Graduates – Spring 2022	Graduates – Fall 2021
HIT AAAS Degree	15	
Medical Coding and Reimbursement Specialist Certificate	9	19
Health Information Foundation Certificate	11	6
Health Data Analyst Certificate	6	1