

LEVERAGING TECHNOLOGY TO EMPOWER COLLABORATION BETWEEN CDI & CODING TEAMS

MEET THE PRESENTER

- Heather Gladden, CCS
- CAC/CDI Product Manager at Dolbey
- Based out of Cleveland, Ohio
- 17 years of industry experience
- Spoken at many national and local shows
- 2 cats Carlos and Lucy



Heather Gladden, CCS
ACDIS CDI Apprenticeship
CAC/CDI Product Manager
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MEET THE PRESENTER

- Carol Fowler, MBA, RHIA, CCS
- Consultant/Middle Revenue Cycle Lead
- Based out of Atlanta, Georgia
- Prior to Consulting: 24 years (mostly acute care)
- Spoken at several events (local and national)
- Office coworkers can be quite vocal at times



Carol Fowler, MBA, RHIA, CCS
Consultant
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ABOUT UTMC

- Knoxville, TN
- 685 Bed Academic Health System
- CDI
 - 9 Nurses
 - Inpatient Focused
- Coding
 - Inpatient 8
 - Outpatient: 17 (Includes ER Charging)
- IT Systems



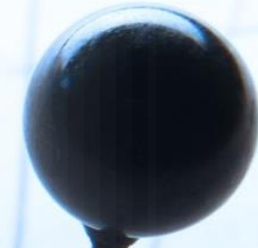
AGENDA

- About CAC
- The Journey
- Goals
- Go Live
- What does the future hold?



DESTINATION CAC

- 10+ Years on the Market
- Continues to Evolve
- Common Technology Types included Machine Learning (ML) and Artificial Intelligence (AI)
 - Code Suggestion
 - CDI Prioritization
 - Quality Initiative Identification
- Continuously Learning





WHY JOURNEY TO CAC

- Realtime-Single System Reporting
- Enhanced KPI Visibility
- Improved Efficiency
- Increased Quality
- Improved Productivity
- Transparency Between CDI and Coding



PLANNING THE JOURNEY

1. Initiation
2. Requirements Gathering
3. System Build
4. User Acceptance
5. Go Live & Closure





WINDOW 1: INITIATION

- Assemble Project Team
- Allocate resources
- Establish 'norms'
- Review scope
- Project kick-off call



TEAM PARTICIPATION

- UTMCI Team
 - CDI Team Lead
 - Coding Team Leads
 - Consultant
 - IT Team
 - Super Users
- Dolbey Team
 - Project Manager
 - Install Technician
 - SME Team



WINDOW 2: REQUIREMENTS GATHERING

- Interface Requirements
- Infrastructure
- System Configuration



ABOUT THE JOURNEY

- Understand your Existing Processes
 - What Works
 - What Doesn't Work
 - Where are the Bottlenecks
 - Wishlist
 - What If?
- Keep an Open Mind!
- Take Pictures Along the Way





WINDOW 3: SYSTEM BUILD

1. Identify all information needed
2. Interface development
3. Production system build
4. Interface testing
5. System configuration
6. Initial client tour

A background image showing a person's hands holding an open map, with a vast mountain range and a cloudy sky in the background. The map is held in the foreground, and the person's hands are visible. The background is a scenic view of a mountain range with green valleys and blue peaks under a sky with white clouds.

WINDOW 4: USER ACCEPTANCE

- UAT Training
- 4 or More Rounds / Sprints
- Ensure all Departments & Roles are Represented
- Goals:
 1. Establish a Level of Comfort with Chart Integrity
 2. Establish Confidence in Workflow
 3. Ensure Every Integration is Fully Functional
 4. Submit Outbound Production Chart Data & Follow all the way to Bill



WINDOW 5: GO-LIVE

- Testing
- Workstation Readiness/IT
- Training Approach
 - Style
 - Materials
 - Scheduling
- Code Freeze
- Workflow Cut Over

GO-LIVE WEEK SCHEDULE

	<u>Monday</u>	<u>Tuesday</u>	<u>Wednesday</u>	<u>Thursday</u>	<u>Friday</u>
Morning	CDI Nurse Training	OPDX Training	ER Training	Inpatient Training	Surgery/Obs Training
Afternoon	CDI Nurse Production Reviews	OPDX Production Coding	ER Production Coding	Inpatient Production Coding	Surgery/Obs Production Coding

- Lessons Learned
 - Spread out Training
 - Supporting Production Team Members



RETURNING HOME

- Post-Production Validation
 - Workflow
 - Productivity
- Training
 - Management
 - IT
- Fine Tuning



TAKEWAYS

- Ensure you understand what the goals are.
- Keep an open mind.
- Ask questions if a process doesn't make sense.
- Testing is the key!



THANK YOU

FOR JOINING THE PRESENTATION!

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