



June 23–25, 2021
PROGRAM GUIDE

Welcome Letter from ACDIS

At the break of summer, it's time to relax and recharge: **Welcome to the CDI Summer Retreat**



Retreat. Merriam-Webster says it's "an act of withdrawing, especially from what is difficult, dangerous, or disagreeable." No one would blame us for stepping back, protecting ourselves and others by sequestering ourselves away for the duration of the first pandemic in 100 years.

Registering all that has occurred over the past 15 months feels daunting—images of Italian cities cordoned off, citizens trapped, hunkered down inside; New York City residents taking to their balconies to emblazon the evening with lights, with sounds of banging pots and pans, clapping, and horns to honor first responders and essential workers; ongoing struggles of citizens in India and elsewhere even as vaccines are distributed.

And there's the personal trauma and loss many of you reading this have had visited upon you.

Retreat has some other meanings, though: "A place of privacy or safety." "A period of group withdrawal for meditation, study, or instruction."

When the ACDIS Events Committee first began considering its plans for CDI education and networking opportunities in 2021, the idea of hosting a retreat came up again and again. How could ACDIS hold a retreat in a world that would barely be coming to grips with such a deadly disease? How could CDI professionals come together in community during a time of so much ongoing change?

The committee's repeated response was always: How could we not?

ACDIS is a member-driven community. Its mission is to "serve as the premier healthcare community for CDI specialists, providing a medium for education, professional growth, program recognition, and networking." So here we are, opening wide once again our virtual hands to welcome like-minded professionals to explore together, to share together, this amazing clinical documentation integrity journey.

At ACDIS Online: CDI Summer Retreat, you can choose between two tracks and more than a dozen educational sessions. Hone in on your professional development and the development of your CDI team, uncover tips for physician engagement, and identify tools for metrics that matter for program growth. For the first time, our online event offers two keynote sessions with motivational speakers who will help attendees develop a resilient mindset and offer exercises aimed at self-reflection and self-assessment to build focus and prepare for growth.

The all-volunteer Events Committee felt strongly that this event needed to fit into CDI programs' busy schedules. So we'll come together for three half-days, each beginning at noon Eastern, and participants will have access to all the session recordings for an additional 60 days.

We're thrilled to offer our CDI Summer Retreat through a convenient online platform where participants will be able to instantly respond to conversation prompts, snap photos from their computer to share with other attendees, comment in discussion strings related to session topics, or privately message each other for networking and information sharing. Plus, we'll have two live Q&A sessions with event speakers and a virtual cocktail hour to really stretch out with our thoughts and experiences, relax, and connect with one another.

On behalf of the ACDIS administrative team and the Events Committee, we're so glad that you can be with us here for this most special event! Welcome!

Melissa Varnavas

Editorial Director, Events & Education
mvarnavas@acdis.org

Materials Download Link

The **ACDIS Online: CDI Summer Retreat** materials may be downloaded from the following site:

<https://events.simplifycompliance.com/cdiv06232021-on-demand/>

Program Overview

The **ACDIS Online: CDI Summer Retreat** is a three-day, virtual education experience focused on CDI professional development and program advancement. It's sessions will delve into aspects of personal achievement and introspection, methods to measure improvement, and tools to enhance CDI program efforts in tangible ways with concrete results.

Thanks to the generosity of our speakers and staff, attendees will learn from first-hand experiences and be able to apply lessons learned to their own practices. Attendees will gain insight from the unique expertise of industry thought leaders heading up some of the most successful CDI-related organizations in the country. ACDIS has take-home educational opportunities for every CDI professional. The event offers two tracks and participants receive access to session recordings for 60 days.

Learning Objectives

At the completion of this educational activity, the learner will be able to:

- Learn specific areas of medical record documentation that can be mined for the presence of additional secondary diagnoses
- Develop strategies to improve the efficiency of the CDI chart review process
- Develop a personal brand and harness the power of social psychology for career advancement
- Identify what it takes to transform a department, a team, and/or a culture
- Describe change management principles
- Determine potential solutions for managing change
- Implement strategies to overcome barriers to optimal provider engagement
- Define the “Theory of Bureaucratic Caring” and its application to CDI program development

Note: CE credits are not be available for on-demand sessions.

Speakers

Note: Speakers subject to change.

Keynote Speakers:



Joan Peterson is vice president, master facilitator, and leadership coach at Bluepoint Leadership Development, a Simplify Compliance brand. She is a highly skilled facilitator and coach with more than 20 years of hands-on experience working with leaders at all levels and in many industries. She is noted for her energetic and interactive facilitation style. Her feedback typically includes these words: engaging, excellent, enthusiastic, informative, and professional. She is equally adept at working with frontline emerging leaders as she is with executive teams.



Bruce Pulver is passionate about the power of our words and the influence they have on attitude, mindset, and results. In his book, *Above the Chatter, Our Words Matter: Powerful Words That Changed My Life Forever*, Pulver shares his experiences and examples of how to take control over the words we use. He believes that choosing how we speak to ourselves and others controls our mindset and gets us to the results we hope for and deserve in life. His book contains a collection of 400 consecutive days of writings that focused on a single word each day of self-encouragement and inspiration, which he wrote to get through a difficult period in his life. His highly popular TEDx talk *The Secret to Changing Negative Self-Talk by Renewing Your Mindset* has reached and touched hundreds of thousands of lives across the globe.

Session Speakers:



Elizabeth Aguirre, MD, CCDS, is a board-certified internal medicine physician with 10 years of hospital medicine experience and six years of CDI experience. She is passionate about person-centered wellness with a focus on mental and spiritual health to maximize quality of life and work performance. She has served as a mentor to numerous residents and led many speaking engagements in health and wellness. Aguirre credits her husband Derick for her unique perspective on mental and spiritual health.



Clarissa Barnes, MD, is a physician advisor for the Avera Health System and Avera McKennan Hospital and University Health Center. She is the vice president for member engagement for the American College of Physician Advisors. In her clinical role, she is an internist currently practicing as a hospitalist. Barnes comes to the role with an interest in creating new ways to educate physicians and CDI/UR staff, as well as an enthusiasm for bringing people together to learn from each other and create system initiatives.



Johanne E. Brautigam, BSN, RN, CCDS, is CDI manager at Roper Saint Francis Healthcare in Charleston, South Carolina, where she manages a team of 11 CDI specialists covering four hospitals in the Low Country. She has more than 25 years of experience as a critical care nurse, working throughout the United States and the United Kingdom. After settling in Charleston, she took the leap into CDI in 2011, earned her CCDS in 2012, and took on the role of manager in 2013. She is a member of the CDI Leadership Institute and the CDI Master Minds, president of the South Carolina ACDIS chapter, and co-author of *The CDI Director's Cut: A Guide to Effective Program Management*.



Sharme Brodie, RN, CCDS, CCDS-O, is a CDI education specialist with HCPro, a Simplify Compliance brand, based in Middleton, Massachusetts where she serves as a full-time instructor for the CDI Boot Camp as well as a subject matter expert for ACDIS. Her CDI experience includes a background in consulting in which she provided program reviews and training to medical staffs, including physician education at various healthcare facilities.



Asha Easo, RN, BSN, CCDS, believes in having integrity, which has served her well in life and in her career as a CDI specialist. Easo has worked in academic, large, and small community hospitals. In 2011, she transitioned from her role as a staff nurse to a CDI specialist, and in 2013, she attained CDI certification. She has worked as a CDI specialist for almost 10 years, and during this time she has worked closely with coding teams, management, and physician advisors. She has given CDI-related presentations at physician team/hospital department meetings. She has a great rapport with her team, management, physician advisors, and the coding team. She has experience in hospice/PSI/HAC second-level CDI reviews. Easo holds a Bachelor of Science in Nursing from Elmhurst College.



Andrea Eastwood, RHIA, MA, is a health information management (HIM) professional with over 25 years of experience in both acute and ambulatory care settings. She has worked at Trinity Health for the past 23 years at the corporate office and hospital setting in various leadership roles, including CDI, HIM, care coordination, case management, and cancer program leadership. In her current role as system director for clinical encounter and documentation excellence, she is responsible for CDI program leadership and oversight across both inpatient and observation CDI. Eastwood has presented on CDI topics at multiple national conferences.



Tami McMasters Gomez, CCDS, CDIP, BS, (MHL), started her journey into healthcare nearly 30 years ago as a file clerk in the medical records department of a small rural hospital. It was there that she learned a number of important skills, including coding. In 1997, Gomez transferred to UC Davis and has worked in a variety of roles, including coder, auditor, supervisor, manager, and director. In addition to her full-time role at UC Davis, Gomez is actively working on her master's degree.



Steven L. Griffin, DNP, RN, CCM, CCDS, has 30 years of experience with developing and leading healthcare teams in various settings, including acute care, home health, skilled nursing facilities, commercial insurance, a Medicare fiscal intermediary, and a healthcare consulting firm. Griffin has implemented and led CDI teams in a 400-bed hospital, a 10-hospital system, and a 150-hospital system where he is currently the national leader of CDI.



Misty Hollandsworth, RN, CCDS, is the clinical documentation specialty supervisor for Parkview Health with more than 10 years of experience in the CDI field. She is dedicated to facilitating accurate and concise documentation, relationship development, and innovative growth of the CDI team. Hollandsworth has proudly served as a Parkview Health employee for more than 20 years, including her previous work in med-surg nursing.



Amber Horton, BSN, RN, CCDS, graduated from Ball State University with a Bachelor of Science in Nursing. In the early years of her career, she worked in family practice, endoscopy, ophthalmology, the post-anesthesia care unit, secondary recovery, and the surgical admissions unit. Of her 20-plus years of nursing experience, most were spent in surgery as a circulator. Horton transitioned into her CDI journey in June 2015, earning her CCDS certification in March 2018.



Vladimir-Ducarmel "Vlad" Joseph obtained his MD degree from Faculté de Médecine et de Pharmacie de l'Université d'Etat d'Haïti and his MHA degree from George Washington University. He currently serves as the regional provider CDI education lead and the CDI CME activity director at Trinity Health of New England. His areas of interest and expertise include physician leadership, team dynamics, and CDI provider education and engagement.



Sharon Krug, MEd, BSBA, RN, CCDS, has a 40+ year nursing career, but her dream job is clinical documentation. During her 18 years as a CDI nurse, she has never had a boring day. The challenges are not really challenges, but opportunities to learn, explore, and grow. Fortunately, her team of 19 nurses shares that same love for CDI and embraces the challenges as well as every opportunity to learn, grow, and expand their role.



Trey La Charité, MD, FACP, SFHM, CCS, CCDS, is the medical director for CDI and coding at the University of Tennessee Medical Center (UTMC) in Knoxville, Tennessee. He is a past ACDIS Advisory Board member and a regular presenter at the ACDIS pre-conference physician advisor boot camp and the annual ACDIS meeting. Besides being a practicing hospitalist, he is a clinical assistant professor of internal medicine and is the curriculum director of the residency program's hospitalist rotation. He has also previously served as the medical director of UTMC's primary care outpatient CDI initiative. He has written four books in the field of CDI that address physician advisor training, program management, and recovery auditor appeals.



Joe Lintz, RN, BSN, BS, CCDS, is a CDI specialist at Roper St. Francis Healthcare in Charleston, South Carolina. He has more than 27 years of nursing experience in CDI as a hospitalist clinical care coordinator, quality improvement specialist, and case manager/UR specialist. Lintz has prior teaching experience with ICD-10 preparation, and he helped develop and teach query compliance and standardization within the Roper St. Francis Healthcare system. In addition to his current role, he serves as a physician liaison for physician engagement related to documentation. Lintz was a speaker at the 2019 ACDIS conference as well as the 2019 3M Client Experience Summit.



Pence Livingston, BSN, RN, is the manager of CDI at Denver Health Medical Center in Denver, Colorado. She has 23 years of nursing experience, with 13 years in CDI. She was a founding member of the inpatient CDI team in 2009 and helped to develop the process of reviewing PSIs and HACs. In 2017, Livingston implemented an outpatient CDI project that is now a permanent program. In her current role, she collaborates with quality, coding, and provider partners to ensure clinical and coding integrity. She is a co-leader of the Colorado ACDIS chapter.



Judy Moreau, RN, MBA, is the vice president of mid-revenue cycle for Trinity Health headquartered in Livonia, Michigan. She is responsible for providing leadership for the organization in HIM, clinical documentation, and coding. Prior to joining Trinity Health, Moreau worked as a consultant for Deloitte and Touche performing revenue cycle, coding and compliance, and clinical trial engagements. She has also managed both private and academic physician practices. Moreau has published multiple articles on revenue cycle-related issues and presented at multiple national conferences on CDI.



Charrington "Charlie" Morell, BSN, RN, CCDS, was the original member of the CDI team at Regional Medical Center Bayonet Point in 2009. Following a consultant-led "boot camp," she joined the Florida chapter of ACDIS and served as vice president. She has attended the ACDIS conference almost every year. Morell's 25 years of nursing experience encompass ICU/CCU, telemetry, case management, and home healthcare. In 2013, she was promoted to CDI manager of HCA's West Florida Division, then advanced to director of CDI in 2015. She leads a staff of 24 CDI professionals in 15 facilities. Morell anticipates completing her MBA in healthcare administration in September 2021.



Shirlivia Parker, MHA, RHIA, CDIP, is the CDI manager at University of California Medical Center at Davis in Sacramento, California. She has a master's degree in health administration from the University of Phoenix in Phoenix, Arizona, and a bachelor's degree in HIM from the University of Louisiana at Lafayette. Parker has over 19 years of revenue cycle experience serving in roles including HIM director, CDI physician educator, clinical coder/auditor, CDI specialist, and denials management expert.



Hassan Rao, MD, graduated from the University of Missouri-Kansas City School of Medicine and completed his internal medicine residency at the University of Colorado. After residency, he practiced as an internal medicine hospitalist at Denver Health and was appointed assistant professor at the University of Colorado School of Medicine. Dr. Rao has been the physician advisor to the CDI team at Denver Health since 2018 and has served as the physician advisor to coding since 2020.



William Rivas, RN, CCDS, is the CDI manager/educator at AdventHealth in DeLand, Florida. Rivas has been a leader in various settings within the AdventHealth organization and has held roles including regional manager, educator, and interim director. In 2020, COVID-19 prompted his CDI team to transition to remote work. As the regional educator, he was able to utilize his leadership experience and creative thinking to train new CDI staff from a remote work environment. Results included improved CDI metrics and a productive group of new hires that contributed to improved documentation.



Howard Rodenberg, MD, CCDS, MPH, is the adult physician advisor for CDI at Baptist Health in Jacksonville, Florida. An emergency physician by training, he has served as an associate professor at the University of Florida; as emergency services medical director; and as health department director for Florida's Volusia County and the state of Kansas; he has also worked with NASA on the space shuttle program. He has authored multiple publications and book chapters and given presentations around the world. He is a frequent contributor to the ACDIS Blog.



Ronald Singell, RN, BSN, CCDS, has been an RN since 1994. He started in med-surg and then moved to the ICU for 13.5 years. After that, Singell became a CDI specialist and got his CCDS credential two years later. He has developed workflows that have helped improve productivity for the CDI team. He also develops and shares reports that allow for evaluation of CDI goals and metrics.



Nancy Skaw, CCS-P, RHIT, CCDSO, is an outpatient CDI specialist at Mayo Clinic Midwest in Eau Claire, Wisconsin. With more than 25 years of experience in all facets of revenue cycle such as patient services, denials management, patient financial services, and CDI, she brings a wealth of knowledge to her team. Her coding experience includes primary care and cardiology. Skaw was selected in 2016 to participate in the outpatient CDI pilot at Mayo Clinic Midwest that is now operational across the Mayo enterprise. Her efforts in training and education have facilitated onboarding other Mayo Midwest sites to operational status.



Dawn Valdez, RN, LNC, CDIP, CCDS, is a CDI education specialist for HCPro, a division of Simplify Compliance LLC, in Middleton, Massachusetts. Valdez is a CDI Boot Camp instructor and a subject matter expert for ACDIS. She has over 25 years of experience in the healthcare industry, including ICU nursing and legal nurse consulting. Previously, she was a nurse manager for a large third-party administrator, where she initiated a nurse audit program. She was also a clinical educator and CDI manager for a large hospital system, where she conducted training, performed staff audits, and provided education to coding and CDI professionals. Valdez has presented nationally and locally for ACDIS and is a frequent guest on the ACDIS Podcast.

Agenda

Note: Agenda and speakers subject to change. All times are Eastern.

Day 1

11:45 a.m. - 12:00 p.m. ET /
8:45 a.m. - 9:00 a.m. PT

12:00 p.m. - 1:00 p.m. ET /
9:00 a.m. - 10:00 a.m. PT

1:00 p.m. - 2:00 p.m. ET /
10:00 a.m. - 11:00 a.m. PT

2:00 p.m. - 2:30 p.m. ET /
11:00 a.m. - 11:30 a.m. PT

Wednesday, June 23, 2021

Welcome Remarks From the ACDIS Team

Join us as we kick off the event with a brief welcome from the ACDIS team.

Keynote Session: How a “NO QUIT” Mindset Drives Outcomes and How to Develop YOURS

Presented by: Bruce Pulver

When faced with challenging and difficult times, developing a resilient mindset helps us adapt, adjust, evolve, and grow. During this presentation, attendees will learn how the power of words can drive beliefs, intentions, and ultimately actions. Pulver will share his real-life experiences and teach participants how to harness the power of words to develop a positive mindset in both their personal and professional lives.

CDI Odyssey: Where Will Your Professional Journey Take You? (Track 1)

Presented by: Asha Easo, RN, BSN, CCDS, Charrington “Charlie” Morell, BSN, RN, CCDS, Shirlivia M. Parker, MHA, RHIA, CDIP, Tami McMasters Gomez, CCDS, CDIP, BS, (MHL), and Nancy Skaw, RHIT, CCS-P, CCDS-O

Wondering where a career in CDI could take you? During this session, our panelists will discuss the various and unexpected avenues that they’ve explored through their forays into the documentation integrity world.

Implementing Query Impact & Proving the Benefit (Track 2)

Presented by: Andrea Eastwood, RHIA, MA, and Judy Moreau, RN, MBA

During this session, our speakers will share their program’s efforts to improve CDI query functionality from pilot to training to implementation at 40 sites across the enterprise. Participants will learn workflow pros and cons, tools to ensure the accuracy of query outcomes, effective ROI tracking tips, and methods to create their own benchmarking.

Networking Break

Agenda

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Day 1

3:30 p.m. - 4:30 p.m. ET /
12:30 p.m. - 1:30 p.m. PT

Wednesday, June 23, 2021

Tips to Tailor Your CDI Orientation Program: Do Your Efforts Measure Up? (Track 1)

Presented by: Johanne E. Brautigam, BSN, RN, CCDS, and Joseph Lintz, RN, BSN, BS, CCDS

The speakers for this session know that not every CDI team is the same, and neither is every CDI specialist. This session will provide participants with the tape by which to measure their health system's requirements, assess a new hire's skill set, and tailor orientation programs to ensure the success of both educators and CDI staff.

Gotcha! A CDI Physician Advisor's Guide to Effective Chart Reviews (Track 2)

Presented by: Trey La Charité, MD, FACP, SFHM, CCS, CCDS

"Would you like to get more out of your reviews, learn how to be more efficient, and understand which charts really only need a quick glance?" That's the question the speaker of this session is asking. Attendees will learn how to identify the most valuable pieces of an admission H&P, where the real rewards are located, how to interpret common lab results, and how to avoid frequent pitfalls that derail many CDI efforts.

4:30 p.m. - 5:00 p.m. ET /
1:30 p.m. - 2:00 p.m. PT

Live Q&A Session With ACDIS Director Brian Murphy & Selected Speakers

Submit your questions at any time during the event day via the event platform. Join the live conversation with Johanne E. Brautigam, BSN, RN, CCDS, Joseph Lintz, RN, BSN, BS, CCDS, Charrington "Charlie" Morell, BSN, RN, CCDS, and Laurie L. Prescott, RN, MSN, CCDS, CCDS-O, CDIP, CRC.

5:00 p.m. ET /
2:00 p.m. PT

DAY 1 Adjourns

Agenda

Note: Agenda and speakers subject to change. All times are Eastern.

Day 2

12:00 p.m. - 1:00 p.m. ET /
9:00 a.m. - 10:00 a.m. PT

1:00 p.m. - 2:00 p.m. ET /
10:00 a.m. - 11:00 a.m. PT

2:00 p.m. - 2:30 p.m. ET /
11:00 a.m. - 11:30 a.m. PT

Thursday, June 24, 2021

Keynote Session: Leading Change

Presented by: Joan Peterson

During this session, Joan Peterson will share tools that can immediately be used to build personal resilience as well as tools to help positively impact others. Participants will complete a self-assessment to identify current strengths and growth opportunities. They'll also explore key areas of resilience, including growth mindset, self-compassion, optimism, and innovation.

How to Be the Best CDI Specialist: It's Not What You Think (Track 1)

Presented by: Elizabeth Aguirre, MD, CCDS

Professional success is always at the forefront of our minds. We read about it, we hear about it, and we want it for ourselves. But what prevents us from reaching our maximum potential? The answer is quite simple: WE do! During this session, our presenter will encourage participants to slow down and focus on the personal development necessary to become their best selves.

Denials and Mismatches Build a Stronger Reviewer (Track 2)

Presented by: Ronald Singell, RN, BSN, CCDS

Too often, organizations see denials as a detraction from the benefits of CDI reviews. This session's presenter believes such denials can provide CDI program insight and build clinical knowledge. During this session, participants will learn how to leverage denials into educational and collaborative opportunities.

Networking Break

Agenda

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Day 2

3:30 p.m. - 4:30 p.m. ET /
12:30 p.m. - 1:30 p.m. PT

Thursday, June 24, 2021

Ethics in CDI (Track 1)

Presented by: Dawn Valdez, RN,
LNC, CDIP, CCDS

During this session, our presenter will explore how CDI specialists' roles differ from traditional coding or clinical roles, and how compliant coding and querying practices are essential to any CDI program. Participants will learn how the *ACDIS Code of Ethics*, the ACDIS/AHIMA brief *Guidelines for Achieving a Compliant Query Practice*, and the evolution of the medical record all play a part in helping CDI professionals effectively practice their craft.

Management of Physician Support on a Virtual Platform (Track 2)

Presented by: Misty Hollandsworth, RN, CCDS, and Amber Horton, BSN, RN, CCDS

During this session, participants will explore opportunities to collaborate with coding on education, understand challenges and benefits of transitioning to a virtual platform, and focus on top concerns Parkview reviewed in collaboration with its hospitalist physician team. Our presenters will share their effort to adapt physician education to a virtual platform.

4:30 p.m. - 5:00 p.m. ET /
1:30 p.m. - 2:00 p.m. PT

Live Q&A Session With ACDIS Editorial Director Melissa Varnavas & Selected Speakers

Submit your questions at any time during the event day via the event platform. Join the live conversation with Elizabeth Aguirre, MD, CCDS, Misty Hollandsworth, RN, CCDS, and Ronald Singell, RN, BSN, CCDS.

5:00 p.m. ET /
2:00 p.m. PT

DAY 2 Adjourns

Agenda

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Day 3

12:00 p.m. - 1:00 p.m. ET /
9:00 a.m. - 10:00 a.m. PT

1:00 p.m. - 2:00 p.m. ET /
10:00 a.m. - 11:00 a.m. PT

2:00 p.m. - 2:30 p.m. ET /
11:00 a.m. - 11:30 a.m. PT

2:30 p.m. - 3:30 p.m. ET /
11:30 a.m. - 12:30 p.m. PT

Friday, June 25, 2021

Regulatory Committee Update

Presented by: Sharme Brodie, RN, CCDS, CCDS-O, and Howard Rodenberg, MD, MPH, CCDS

During this session, our presenters will discuss proposed changes to the inpatient prospective payment system, how to compose effective feedback to the Centers for Medicare & Medicaid Services (CMS) related to those changes, and how to best address regulatory concerns related to CDI practices.

Training From a Remote Work Environment (Track 1)

Presented by: William Rivas, RN, CCDS

During this session, our presenter will share tips related to successfully onboarding 14 new hires into frontline CDI roles at his facility while working remotely. Participants will learn how to focus on growing a team, improve productivity metrics, and train new hires with no CDI experience.

Networking Break

CDI Job Satisfaction: Pathways to Professional Growth & Advancement (Track 1)

Presented by: Sharon Krug, MEd, BSBA, RN, CCDS

During this session, attendees will learn how clinical career ladders, advanced CDI roles, CDI education, performance management, and remote work can all lead to greater staff satisfaction.

First They Ignore You, Then You Win: The Evolution of Provider Engagement (Track 2)

Presented by: Vladimir-Ducarmel "Vlad" Joseph, MD

During this session, our presenter will share the evolution of provider CDI education and engagement within his organization. He'll also touch base on how to achieve efficient provider engagement, and the barriers to doing so.

Mutually Accountable Leadership (Track 2)

Presented by: Steven L. Griffin, DNP, RN, CCM, CCDS

During this session, our presenter will explore the theory of mutually accountable leadership (MAL), an evidence-based management philosophy asserting that managers and employees are equally accountable to each other for a team's success. Participants will gain a methodological understanding of MAL and learn how to incorporate it into their own programs.

Agenda

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Day 3

3:30 p.m. - 4:30 p.m. ET /
12:30 p.m. - 1:30 p.m. PT

4:30 p.m. ET /
1:30 p.m. PT

Friday, June 25, 2021

Building a Successful CDI Program: Tools for DIY Metrics (Track 1)

Presented by: Pence Livingston, BSN, RN, and Hassan Rao, MD

During this session, our presenters will offer attendees an opportunity to learn an efficient system of tracking and reporting to identify highly accurate financial and quality metrics, with an eye toward how these metrics can be developed and tracked—all without the need for sophisticated CDI software.

Event Adjourns

Learning From Queries: A Systematic Approach to Individualized Physician Education (Track 2)

Presented by: Clarissa Barnes, MD

Do you have physicians or other clinicians who get the same queries over and over again? During this session, attendees will learn how to help their providers learn from their queries and adapt education to each individual. Attendees will explore Avera's comprehensive but individualized education plan and learn how to leverage known query data to target areas of learning for clinicians.

Putting **knowledge** to work



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