

Exceeding the Vision

The 2020 Experience

WHIMA

AHIMA Affiliate

85th Annual Conference

May 6–8, 2020

The Osthoff Resort
Elkhart Lake, WI



Wednesday, May 6, 2020

(7 CE hours + optional CE for Exhibits – A total of 2 hours vendor exhibit time can be counted for the entire Conference)

7:30 AM	8:15 AM	Registration and Breakfast		
8:15 AM	8:30 AM	Exceeding the Vision: The 2020 Experience Welcome WHIMA President – Emmy Johnson, RHIA		
8:30 AM	9:20 AM	Strategies for Saving Your Sanity Dr. Mike Thompson, Ph.D. The title says it all! "Dr. Mike" Thomson will pull back the curtain and unleash his trademarked tips, secrets & strategies on "how" to save your sanity in the Health Information Management field. This session will Turbo-Charge whatever you're doing right now and give you the tools for the Right Mindset - Mental Toughness - Lasting Resilience and the Life Balance that leads to Sustainable High Performance at work, home and life. Fasten your seatbelt for a high energy keynote you will not forget! Financially Sponsored by WHIMA		
		Track 1 In Focus	Track 2 Insight	Track 3 20/20
9:30 AM	10:20 AM	How UW Health Increased Revenues and Cut Costs Through Middle Revenue Cycle Improvements Rachelle Buol, RHIA This session will discuss how University of Wisconsin Health System increased revenues and reduced costs through improvements across the middle revenue cycle. Leaders from UW Health and Prism Healthcare Partners will share how they drove sustainable, impactful improvements in vital areas including CDI, coding, and vendor management, which translated to a significant bottom line benefit. Attendees will learn actionable takeaways they can apply to their own organizations.	Road Trip: Together in Change and Transition Diane Hamilton, PCC, SPHR Do you ever find yourself longing for a little less change and a little more steadiness? Ah, the good ol' days. Leaders in all industries are facing rapid fire change whether it is organizational realignments, technology, M&A's, changing talent needs and more. This workshop will explore individual reactions to change and how you can shape your own future and lead yourself and others through the change process.	Artificial Intelligence and Computer Assisted Physician Documentation (CAPD); An Overview of the Technology and Proposed Benefits Matt Turner, B.S. This session will teach you how embedding CAPD with Artificial Intelligence into the daily workflow allows your organization to improve documentation at the point of care, improve physician productivity and reduce overall physician query fatigue.
10:20 AM	10:35 AM	Break		

		Track 1 In Focus	Track 2 Insight	Track 3 20/20
10:35 AM	11:25 PM	<p>CM Coding for Vaping and Social History</p> <p>Sheila Goethel, RHIT, CDIP, CCS</p> <p>According to the Centers for Disease Control and Prevention (CDC), more than 2000 cases of e-cigarette use associated lung injury (EVALI) have been reported from 49 states, DC, and Virgin Islands. CDC continues to work closely with the FDA and public health partners on investigations and research, so health care providers have a responsibility to report this type of data and appropriate CM codes. Please join to learn about the CDC Coding Guidance for Vaping Injuries as well as how coders can respond to and report vaping and smoking conditions.</p>	<p>Lead Anytime, Anywhere: Your Leadership Edge</p> <p>Patty Sheridan, MBA, RHIA, FAHIMA</p> <p>Exercising leadership from any seat almost always requires individuals and groups to make a challenging adaptation if they want to make progress on initiatives important to them and their organization. Leading Anytime, Anywhere is about reframing leadership to think about leadership not as a role or person but as an activity. This interactive presentation discusses a different way of thinking about leadership that is purposeful and includes developing skills in four leadership competency areas. Discussing these competencies will help participants more clearly see their leadership edge and rather than be afraid of that edge embrace it to make progress on challenges important to them.</p>	<p>The Benefits of Utilizing OCR Technology: One Organization's Journey from Paper to the EMR</p> <p>Terri Senty, BBA Ryan Ballweg</p> <p>UW Health's journey from 100% paper submissions to 98% electronic submissions. We will talk about the good, the bad (and the ugly) encountered during the journey. This presentation will focus on how the decision was made and the great benefits that have been reaped including doubling of productivity, maintaining HIMSS 7 turnaround times and moving clerical work from the clinical locations to HIM.</p>
11:35 AM	12:25 PM	<p>The State of Telehealth Reimbursement</p> <p>Katea Ravega, JD</p> <p>This session will cover requirements for reimbursement of services provided using telehealth. Medicare and Wisconsin Medicaid updates will be covered.</p>	<p>"Ask Dr. Mike" - Inside the Strategies for Saving Your Sanity® Studio...</p> <p>Dr. Mike Thomson, Ph.D.</p> <p>This session takes Dr. Mike's keynote to a whole different level. You'll get to see how Dr. Mike solves work, home & life problems using his no-fluff, just answers "Edutainment" style as he walks you through "how" he helps people obtain Unlimited Success at work - home - and in life. This session is like sitting in on one of Dr. Mike's LIVE interactive radio or television shows. This session will fill up fast!</p>	<p>IC 20/20! What is your data vision for the future?</p> <p>Cindy Case, BA, COC Jennifer E. Mueller, MBA, RHIA, FACHE, FAHIMA</p> <p>The goal and objective of the Wisconsin Hospital Association IC session is to expand and share our vision of data for 2020 and beyond with others. We will explore and share how a shared sense of common goals and consistent vision of data collection and use of data can impact change, provide greater knowledge of analytical concepts, and open participants eyes where otherwise closed or stagnant in their data vision for the future.</p>
12:25 PM	12:40 PM	Networking - Break		
12:40 PM	1:40 PM	WHIMA Leadership Awards and Volunteer Recognition - Lunch		
1:40 PM	2:00 PM	Networking – Dessert		

		Track 1 In Focus	Track 2 Insight	Track 3 20/20
2:00 PM	2:50 PM	Outpatient CDI: A CDS Perspective Kari Kotewa, BS, CPC During this session, attendees will learn how an operationalized Outpatient CDI program functions, including best practices for educating providers, tips on getting providers engaged, dealing with difficult providers, tools we utilize, all from the lens of a CDS who works directly with providers on a daily basis.	Join the House of Health Information and Build AHIMA's and Your Future Jennifer E. Mueller, MBA, RHIA, FACHE, FAHIMA AHIMA is building the House of Health Information, in three impact areas. We are leading the charge in access, connection, and integrity. This presentation will provide you with tools to help you build your career, as well as help AHIMA build the House of Information.	Best Practices and Workflow to Manage Patient-Generated Information Andi Hila
3:00 PM	3:50 PM	Modernize Your CDI Program for Quality Outcomes Geoff New, MBA, RHIA, CRCR Traditional CDI programs which focus on Medicare MS-DRG payers and the capture of co-morbidities are now being tasked with broadening their scope to continue to portray their value to an organization. Technological advances, changing hospital reimbursement and public transparency around quality outcomes are all forcing CDI modernization. Through the presentation of a case study of building a modern CDI program at a specialty hospital, this session will demonstrate best practices for creating a CD-Q-I program –one focused on high-quality documentation that supports both clinical and financial success. Specifically, the case study will cover the successful development, design, and implementation of the CDQI program, including identification of documentation opportunities, development of all tools, reporting, processes, and executive summaries, demonstration of the positive value and return from documentation improvements and planning for an OP CDQI program.	Hindsight of Engagement is always 2020! Christine Williams, RHIA Do you often wonder why it seems like there is greater turnover of team members, or people seem disengaged? Often times we focus on the fun, recognition and team building instead of the true art of engagement of their work. Learn about how to accomplish this in a physical and remote setting!	Into the Breach - Successfully Coming Out on the Other Side Daniel Sergile, CISSP This session is about what is needed to be successful during a breach. What key elements are required in every organization and when and how to leverage those elements. We will use what was learned in several mock scenarios taken from real world breaches and show how missing an element could be devastating for an organization. We will work through timelines and when to engage and deploy departments and assets along the timeline.
3:50 PM	4:05 PM	Break		
4:05 PM	4:55 PM	Empowering People to Impact Health: 2020 AHIMA Report to the CSAs Make AHIMA's mission your mantra too. Learn about AHIMA's 2020-2023 strategic plan and how you can help move the mission forward. Jennifer E. Mueller, MBA, RHIA, FACHE, FAHIMA Director, AHIMA Board of Directors		
5:00 PM	6:30 PM	Grand Opening of Solutions Corner – Reception – Vendor Appreciation Not-So-Silent Auction Opens This popular event located in the Solutions Corner (aka Exhibit Hall) is silent only in format, has no live auctioneer and has lots of time for leisurely browsing. The auction will quickly become "not-so-silent" as you chatter over your favorite items and strive for that coveted top bid. 100% of the proceeds from the auction goes to the WHIMA Scholarship program that supports and recognizes Wisconsin students pursuing their education as health information professionals, members pursuing graduate education, and members needing financial assistance for professional development.		

7:00 PM	9:00 PM	Project Painting Create memories while creating art! Follow step-by-step instructions to create your own wooden board masterpiece. Each individual will paint their very own board with the word “HOME” using a stencil of a state for the letter “O”. Partially Sponsored by WHIMA		
Thursday, May 7, 2020 (7 CE hours + optional CE for Exhibits – A total of 2 hours vendor exhibit time can be counted for the entire Conference)				
6:30 AM	7:30 AM	Yoga + Mimosas Are you an early bird? Do you like mimosas? Do you like to drink mimosas while doing yoga? Then please join us for morning Yoga & Mimosas at 6:30 am for a one-hour guided yoga class. Yoga is FREE of charge to all WHIMA Conference attendees thanks to the sponsorship of SoftScript, Inc. SoftScript, Inc. has also provided a partial sponsorship of the mimosa bar! Additional mimosas are available for purchase. If you don't care for yoga, but love mimosas, come on down just for the mimosas and socialize with your fellow WHIMA members! Sponsored by SoftScript, Inc.		
7:00 AM	8:00 AM	Breakfast in the Solutions Corner		
		Track 1 In Focus	Track 2 Insight	Track 3 20/20
8:00 AM	8:50 AM	State of WI Health Care Eric Borgerding, B.A. WHA president Eric Borgerding will provide an update on the top issues and challenges facing Wisconsin health systems and comment on state and federal elected officials and how public policy impacts Wisconsin health care.	Living in a Price Transparent World Rebecca Marsh, M.B.A., CPC, CHC Increasing federal and state regulations are causing many hospitals to struggle to stay up-to-date with ever-changing coding and compliance rules, as well as developing and maintaining a defensible and transparent pricing strategy. This presentation is designed to address the regulatory requirements for price transparency and key industry trends that impact CDM structure, revenue and patient satisfaction. We will also address next steps for you to consider when implementing an effective Internal Audit and Monitoring program to minimize risk and optimize revenue. With the help of a hospital revenue cycle leader, we will dive into the challenges providers face and discuss solutions for tackling the complexities of living in a price transparent world.	Healthcare Innovation - Unlocking the Power of Data Sanjay Mohan, MEng, MBA We sit in a transition phase between two different types of society. Historically, we went from agricultural times to industrial times. Today we are moving from industrial times to quantum times where the value expectation is vastly different from what it used to be. However, our healthcare systems were designed when infectious diseases were the primary cause of mortality. To deliver value to its consumers, healthcare needs to go through a data-fueled revolution. Unlocking the power of health care data to fuel innovation to improve patient care has to be at the heart of today's health care revolution.
9:00 AM	10:00 AM	WHIMA Annual Business Meeting		
10:00 AM	10:30 AM	Break – Exhibitors		
10:30 AM	11:20 AM	Student Academy: You have an interview - What is next? (Part 1) Julie Hable, MBA, RHIA Jamie Purdeu Are you seeking interviewing best practices to land your next job or maybe even your dream job? If so, this is the session for you. During this session we will review do's and don'ts for resume's, interviewing, and post interview activities. Attendees are encouraged to bring their resume for a hands-on review. NO CEU's	Vendor Product - Service Sessions In this session, three (3) vendors will exclusively showcase their product/service.	Vendor Product - Service Sessions In this session, three (3) vendors will exclusively showcase their product/service.

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11:30 AM	12:20 PM	Student Academy: You have an interview - What is next? (Part 2) Julie Hable, MBA, RHIA Jamie Purdeu No CEU's	Using your Viewfinder for Decision-making Betty Rockendorf, MS, RHIA, CHPS, CHTS-IM Are you juggling too many balls, finding it difficult to made decisions with "emotions, information, logic, hope and creativity all crowding in on you?" This session will introduce you to "Six Thinking Hats," a method by Edward de Bono which offers an alternative decision-making model-- instead of using the "argument system", focus instead on creativity and productivity. Design a way forward by emphasizing "what can be" rather than just "what is".	From Physician Burnout to Business Traction Dale Kivi, MBA Physician burnout is a major crisis tied closely to clinical documentation overload. While tech vendors struggle to find true stress relieving solutions, the scribing market is booming with well documented success. This session explores physician burnout, how the government and the AMA are responding, and the advantages and disadvantages of competing scribe deployment models.
12:20 PM	12:50 PM	Grab-n-Go Lunch- Networking – Exhibitors Exhibitor Recognition – Exhibitor Drawings		
12:50 PM	1:35 PM	Silent Auction Closes - Drawing for Prizes		
1:35 PM	2:25 PM	Office/Outpatient EM 2021 Part I Jan Rasmussen, PCS, ACS-OB, ACS-GI,ACS-EM 2021 will usher in a new era for office/outpatient EM codes making the previous 1995/1997 guidelines extinct. This session will focus on the new emphasis on decision making and time for choosing a level of service. These concepts will be important for providers, coders and auditors to master before 1/1/2021.	Leadership Health Check: Managing Stress and Burnout During Times of Change Jamie Purdeu This interactive session will allow HIMs leaders to learn about ways to manage stress and burnout during changes in the workplace. Attendees will have the opportunity to share stress management/change management tips. The session will also provide suggestions for helping front-line staff manage emotions, stress, and burnout during changes to their workflow or environment.	Trust and Verify James Dziak, CEO Protecting Healthcare from Cyber Hacking using Identity Access Management and Privileged Account Management (IAM & PAM). Identity Management and Verification is fundamental in securing digital assets and human life in IoT device access. The stakes have never been higher in Access Control. The session will demonstrate why traditional password protocol is not effective or trustworthy to insure against abuses by internal and external personnel through unauthorized access to critical technology resources.

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		Track 1 In Focus	Track 2 Insight	Track 3 20/20
2:35 PM	3:25 PM	Office/Outpatient EM 2021 Part II Jan Rasmussen, PCS, ACS-OB, ACS-GI,ACS-EM 2021 will usher in a new era for office/outpatient EM codes making the previous 1995/1997 guidelines extinct. This session will focus on the new emphasis on decision making and time for choosing a level of service. These concepts will be important for providers, coders and auditors to master before 1/1/2021.	Transformation to a System Wide Chart Correction Team Terianne Brunner, RHIA, Emilee Bailey, RHIA, Elizabeth Niebuhr, RHIA As more organizations are merging together to form larger health systems, how are chart corrections being handled? With some systems fragmented on several versions of an EMR and multiple ancillary systems feeding documentation and data into the medical record, how is the expertise to correct even a simple mistake in the medical record being managed through to its conclusion? Inconsistencies in documentation of the correction, a shortfall of buy-in from key team members, a lack of education on processes, and inadequate key skills needed in analyzing an entire chart for areas of concern are just some ways that inheriting a program comes with its own unique challenges. UnityPoint Health has recently undergone a transformation of their HIM department, including how chart corrections are managed and completed, and they will describe their process on bringing a system-wide program for chart corrections under one roof.	Beyond CC/MCCs Sharon Kolch Joni Dion
3:25 PM	3:40 PM	Break		
3:40 PM	4:30 PM	Validating Your Denials: Finders Keepers Rachel Hager, RHIT Discover those hidden 'keepers' in your Revenue Cycle, HIM or Coding areas that may be holding you back on moving past those pesky audit, denial and endless appeals. Don't just become a 'finder' but also a FIXER with prevention skills!	AHIMA Consumer Engagement Thought Leadership Roundtable: HIMs Role in Patient Centered Care Denise VanFleet, MS, RHIA AHIMA held a Consumer Engagement Thought Leadership Roundtable in fall 2019 whose purpose was to recommend processes and actions that will ensure that consumers and patients are at the center of health and healthcare – an ACTIVE part of the health eco-system. This presentation offers a connection from our National Association, AHIMA, and sets in place action steps to assist in accomplishing a positive outcome for patient centered care. This is a focus of AHIMA as it prioritizes the importance of health information to the patient and reaffirms the proven connection to better patient outcomes. This covers the AHIMA Consumer Engagement effort and gives WHIMA members an opportunity to encourage movement in patient centered care at their own location.	Surviving the Storm-transition to an Enterprise HIMs Structure Julie Hable, MBA, RHIA Is your organization planning or in the midst of re-structuring of the Health Information Management Services (HIMS) department? If so, this session will prepare you for the challenges that will be encountered during the restructure storm.

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		Track 1 In Focus	Track 2 Insight	Track 3 20/20
4:40 PM	5:30 PM	Utilizing Z Codes in Identifying Social Determinants of Health Anne Allen, MSN, RN Anne Allen of the Wisconsin Hospital Association's Quality Team will offer a presentation on the collection of Z codes, with the focus on utilizing Z Codes in identifying social determinants of health (SDOH). She will also share how Wisconsin hospitals are currently collecting Z-codes and their use in population health efforts and how these codes impact healthcare quality. You won't want to miss this opportunity to discover this new frontier in healthcare quality by hearing about the many uses SDOH identification to help providers drill down to the "why" of complex healthcare issues such as readmissions and management of chronic disease.	Interoperability: Traveling Down the Yellow Brick Road Chrisann Lemery, RHIA, CHPS, FAHIMA According to the Secretary of the Department of HHS, patients need and deserve control over their records; interoperability is the single biggest step we can take toward that goal. The 2019 proposed CMS and ONC interoperability rules are expected to be finalized in 2020.	Improving Quality, Safety, and the Patient Experience Using Health Equity Data Beth Dibbert, CPHQ Collecting, validating, and using REaL (Race, Ethnicity, and Language) data about our patients is the next frontier in improving access to care and patient outcomes. Understanding the unique and complex identities of each person deepens our awareness of diversity, and assists everyone to design, deliver, and receive a positive health care experience.
6:00 PM	7:00 PM	Road America Hayride Explore the scenic grounds of Road America aboard a horse-drawn wagon. Road America is the fastest permanent road racing circuit in the world with a track length of 4.048 miles including 14 turns and multiple elevation changes. Road American has come to be known as "America's National Park of Speed." This tour is perfect for those groups who simply want to relax and take it all in. Travel back in time for a ride that is sure to become one of your fondest memories of Road America. The tour last approximately one hour and will take place rain or shine. Partially Sponsored by WHIMA		

Friday, May 8, 2020**(4 CE hours)**

7:15 AM	8:00 AM	Breakfast		
		Track 1 In Focus	Track 2 Insight	Track 3 20/20
8:00 AM	12:00 PM	Advanced Cases in ICD-10-PCS Lynn Kuehn, MS, RHIA, CCS-P, FAHIMA This session will use case studies to help you learn advanced concepts of ICD-10-PCS. The program will help you grow from intermediate knowledge to advanced knowledge using the cases and discussion. Coding the actual cases will give you transferrable knowledge to help your overall coding accuracy and speed. Come prepared with your 2020 ICD-10-PCS book, laptop or tablet, loaded with the 2020 CMS PCS files (both Tables and Index and the Guidelines) because you're going to code! Financially Sponsored by WHIMA	Outperform the Norm: Raise Your Game Scott Welle, MS Today's competition is brutal, and numbers drive everything. The pressure to perform can be suffocating. What are you doing to stay ahead and keep from burning out? Join Scott Welle, #1 Best Selling Author and Founder of Outperform the Norm, as he shares the peak performance strategies used by top achievers to take your "game" to the next level. This dynamic, high-energy workshop will challenge your beliefs about what is possible, raise your personal standard of excellence and give you an effortless action plan to put into place immediately. Financially Sponsored by WHIMA	Health Data Analytics Workshop Ryan Sandefer, PhD David Marc, PhD, CHDA This workshop will provide hands on analysis of data and emphasize best practices related to data preparation, summarization, and visualization. Materials for the workshop should be downloaded prior to attendance. Financially Sponsored by WHIMA