

Agenda

Note: Agenda and speakers subject to change. For updated details, please refer to the conference app. All times are Eastern.

Day 1

Sunday, April 7, 2024

7:00–8:00 a.m.

Registration (Hall A Foyer) & Networking Breakfast (Exhibit Hall - Room 126–128)

8:00–8:15 a.m.

Opening Remarks (Room 121+122)

8:15–9:15 a.m.

Keynote: Get Mentally Fit: Emotional & Positive Intelligence and the Leader You Came to Be (Room 121+122)

Tara Renze

Tara Renze is an emotional intelligence practitioner, accomplished author, and keynote speaker who is fueled by an unwavering mission to empower individuals to embrace their authenticity and be who they came to be. Her inspiring journey was sparked more than 16 years ago by a letter her 87-year-old grandmother wrote to her infant son, containing a profound message that simply said, “be who you came to be.” In those six words, Tara found the courage to embrace her own authenticity and create, own, and live the life she desired. Now, she dedicates her life to helping others elevate their emotional intelligence to unleash their purpose, ignite their authenticity, and cultivate enduring happiness, success, love, and fulfillment across all aspects of their lives. In this keynote, you will learn how to elevate emotional intelligence in your teams, unlock your positive intelligence, strengthen your mind, eliminate self-doubt, and conquer your saboteurs so you can create, own, and live the life you deserve and desire—at work and in the home.

9:25–10:25 a.m.

Getting Started in Outpatient CDI: A Case Study on Building It Right the First Time (Room 121+122)

Sandra H. Love, MSN, RN, CCDS, CCDS-O, CPC

Denise D. Deter, RN, BSN, CCDS

Many CDI leaders have likely pondered the idea of starting an outpatient CDI program. In the rush to get started, it’s important to avoid making critical missteps that could undermine early efforts, start the program off on the wrong foot, or alienate providers. In this session, attendees will see how Valleywise, a large organization, successfully launched their program after demonstrating need, potential quality, and financial return on investment.

10:25–10:45 a.m.

Networking Break (Exhibit Hall - Room 126–128)

10:45–11:45 a.m.

Risk Adjustment and the Importance of Physician Documentation and Coding (Room 121+122)

Rachel L. Coon, CRC, CCDS-O, CPC-I, CCS-P, CPC, CPC-P, CPMA, CPPM, CEMC

Brittany L. McKinnis, RT(R), CPC, CRC

Understanding the nuances of the CMS Hierarchical Condition Category (HCC) value-based risk adjustment model is crucial to outpatient CDI success. In order to complete thorough chart audits and close educational gaps, CDI professionals must be well acquainted with medical coding guidelines, regulations, and compliance. During this session, attendees will learn the principles of the HCC methodology and how to apply that knowledge to their CDI reviews to create lasting impact.

11:45 a.m.–1:00 p.m.

Networking Lunch—Provided (Exhibit Hall - Room 126–128)

Agenda

1:00–2:00 p.m.

Dual Reviews and Education in CDI Outpatient Programs (Room 121+122)

Deanne Wilk, MPS, BSN, RN, CCDS, CCDS-O, CDIP, CCS

This session focuses on the strategic collaboration between CDI and coding, discussing methodologies and rationale for joint efforts in documentation review and provider education. Attendees will delve into pertinent case studies, gaining insights into successful collaboration dynamics. Additionally, attendees will gain the knowledge needed to create a tailored educational plan designed to meet the unique needs of both CDI and coding professionals. Plus, learn the importance of implementing a specific review format for precise and efficient collaborative documentation review processes, ensuring adherence to industry standards and optimizing workflow.

2:10–3:10 p.m.

A Proactive Approach to Outpatient CDI (Room 121+122)

Hailey Ryfinski, RN, BSN, CCDS

Lisa D. Norby, RHIT, CCS-P, CCDS-O

Developing a proactive, instead of retrospective, approach to outpatient CDI requires a comprehensive effort. During this session, attendees will learn about the building blocks necessary for a successful outpatient CDI program. The speakers will review Mayo Clinic's program structure, approach to provider education and support, EHR tools, and data monitoring tactics that support accurate and complete provider documentation at the point of care.

3:10–3:30 p.m.

Networking Break (Exhibit Hall - Room 126–128)

3:30–4:30 p.m.

Outpatient CDI and the Value of the Annual Visit (Room 121+122)

Teresa Caniglia, RHIT, CCDS-O, CPC, CRC, CDEO, CRC-I

Annual wellness visits are often a metric for payers to achieve quality measures and close clinical risk gaps. Regardless of the patient population, annual wellness visits can improve cultural competency, health literacy, and health equity by prioritizing preventive care and transitioning services from episodic to value-based care. Ultimately, these visits drive improved population health. During this session, attendees will unpack why these visits are of such vital importance and learn how CDI can make an impact.

4:30–5:30 p.m.

Networking Reception (Exhibit Hall - Room 126–128)

Agenda

Day 2

7:00–8:00 a.m.

Breakout Sessions
(choose one)

8:00–9:00 a.m.

9:10–10:10 a.m.

Monday, April 8, 2024

Networking Breakfast (*Exhibit Hall - Room 126–128*)

Track 1

Query Practice: Compliant or Not Compliant...That Is the Question (*Room 121+122*)

Laurie L. Prescott, RN, MSN, CCDS, CCDS-O, CDIP, CRC

Writing compliant queries in the outpatient arena is a skill that requires much practice to master. Join Laurie L. Prescott as she discusses the nuances of crafting a query as well as best practices for querying providers in the outpatient setting. She will also review the ACDIS/AHIMA *Guidelines for Achieving a Compliant Query Practice—2022 Update* and provide tips useful to both new and experienced CDI specialists looking to sharpen their querying skills.

Internal Medicine Combustion Engine: Turning a Homegrown Go-Cart Into a Formula One Racing Car (*Room 121+122*)

*John Stoebe, JD, MHA
Shayna Carlson, MSN, RN, CRC*

Knowing where to start with an outpatient CDI program can be baffling, which is why it's crucial to hear from organizations that have driven the course before and come out as winners. In this session, attendees will learn how Northwestern Medicine started with a foundational ambulatory CDI program; scaled it to support the system's 100,000 Medicare Shared Savings Program lives and more than 440 primary care and internal medicine physicians; and gained the tools, people, and systems necessary for successful implementation.

Track 2

Regulatory Headwinds: Medicare Advantage and Value-Based Care Mantra for Success (*Room 124*)

Khush Singh, MD, MHA, CPC, CRC, CPCO, CPMA, CDIP

CDI professionals must be aware of the regulatory and documentation requirements at play in order to perform their roles effectively. This session will provide an overview of the latest updates to the Medicare risk adjustment program, including findings from the Office of Inspector General and Health and Human Services audits and the CMS recommendations and action plans to address coding compliance issues. Attendees will then learn how these audits and recommendations have implications for the False Claims Act and will impact the future of the Medicare risk adjustment program, Hierarchical Condition Category coding, and value-based care.

Discovering New Opportunities: A Look Into Outpatient CDI Education (*Room 124*)

*Nicole Barber, BSN, RN, CCDS-O, CPC-A
Danielle Wirth, BSN, RN, CCDS, CCDS-O*

Even CDI professionals with previous experience on the inpatient side of the industry will need focused education and support to succeed in outpatient CDI. Leaders must therefore develop a step-by-step onboarding process that shepherds new staff members through their first year for lasting success, taking into account different employee skill sets and learning curves. In this session, attendees will gain the information necessary to build their own onboarding program for the first year of a new team member's employment.

Agenda

10:10–10:30 a.m.

10:30–11:30 a.m.

Networking Break (*Exhibit Hall - Room 126–128*)

Using Data Analytics in the Development of a Hospital-Based Outpatient CDI Program (*Room 121+122*)

Kathryn DeVault, MSL, RHIA, CCS, CCS-P, FAHIMA

Data analytics provides a useful tool in evaluating where the biggest “bang for the buck” is in an organization’s outpatient service areas. Part of the process in developing and growing an outpatient CDI program is recognizing and prioritizing those departments with the biggest opportunity to improve revenue and medical necessity capture and decrease denial risk. This presentation will explain how to use data to eliminate the guesswork involved in identifying outpatient department focus areas when starting a program in a hospital outpatient system.

Practical Understanding of Natural Language Processing in Risk Adjustment Technology (*Room 124*)

Erin Kuhr, BSN, RN, CPC, CRC
Betty Stump, MHA, RHIT, CPC, CCS-P, CDIP, CCDS-O, CRC

Artificial intelligence (AI), machine learning (ML), and natural language processing (NLP), sometimes referred to as natural language understanding (NLU), have become inherent to applications promoting more effective and efficient HCC capture. While there is little debate over the use of technology tools to drive outpatient CDI program performance, understanding more precisely how NLP applications work to identify potentially capturable Hierarchical Condition Category codes is crucial to the success of any technology application. In this session, attendees will learn the background of AI, ML, and NLP and how this emerging technology can be expected to perform in a risk adjustment–focused outpatient CDI program.

11:30 a.m.–12:35 p.m.

12:35–1:35 p.m.

Networking Lunch—Provided (*Exhibit Hall - Room 126–128*)

New or Existing Outpatient CDI Programs: Continuous Change Is the Constant Journey (*Room 121+122*)

Heather Arnder, RN, BSN, CPC, CRC, CCDS-O
Bernadine Cope, RN, CPC

Whether an outpatient CDI program is established or brand-new, there are several key drivers that require the program to adapt and change continuously. Often, outpatient CDI programs are built as they go, dealing with challenges and adapting as they grow. In this session, attendees will learn how to navigate the four stages—discovery, introduction, rollout, and growth—in an outpatient CDI program’s life cycle and take away strategies for continual growth and change, regardless of their program’s maturity.

Social Determinants of Health Coding in a Physician Practice (*Room 124*)

Betty A. Hovey, BSHAM, CCS-P, CDIP, CPC, COC, CPMA, CPCD, CPB, CPC-I

Understanding the role of codes for social determinants of health (SDOH) in the physician practice setting is vital for pay-for-performance methodologies and Hierarchical Condition Category coding. Outpatient CDI professionals, therefore, must understand the nuances of SDOH coding guidelines for ICD-10-CM and the documentation necessary to support assigning these codes. In this session, participants will gain an in-depth understanding of SDOH codes and learn how to convey their importance to others.

Agenda

1:45–2:45 p.m.

Strengthen Your Outpatient CDI Program by Focusing on Utilization and Access (Room 121+122)

Carrie Horn, MSHA, BBA, RN, CCDS, CCDS-O, CRC, CPC

Danielle Wirth, BSN, RN, CCDS, CCDS-O

As risk adjustment empanelment volumes increase each year, the role of outpatient CDI becomes more important for capturing the full burden of patient acuity. Ensuring an outpatient CDI program is functioning to the highest level of performance is imperative to value-based care. In this session, learn how Baylor Scott & White evaluated access, utilization, and cost to identify opportunities for strategic program expansion to specialty care, while engaging key stakeholders (including health plans, when possible) to achieve system performance.

2:45 p.m.

Symposium concludes

Developing and Growing a Pediatric Outpatient CDI Program (Room 124)

Valerie A. Bica, BSN, RN

Viji Anchan, MSN, RN, CPN, CRC

Pediatric hospitals are rapidly signing value-based care agreements with payers, but pediatric care is not included as part of the CMS Hierarchical Condition Category (HCC) system. Instead, pediatric care is better represented by the Health and Human Services HCC program, and many payers do not even require HCC billing, instead requesting all the acute and chronic comorbid diagnoses identified for risk score creation. In this session, attendees will learn how the outpatient CDI program at Nemours Children's Health System has worked to meet the needs of the organization's value-based care contracts.