HEALTH INFORMATICS AND INFORMATION MANAGEMENT (HIIM)

ADVISORY COMMITTEE

MEETING MINUTES

May 6, 2021

2:30-4 PM

Community Members	Shoreline Representatives
Sheila Green-Shook - CHAIR - Present UW Medicine	Mary Burroughs, Dean - Present
Leticia Parks – VICE CHAIR - Present VA Puget Sound Healthcare System	Melanie Meyer, Director - Present
Stephanie Callahan – Present Ciox Health	Gloria Anderson, HIIM Full-Time Faculty - Present
Sharon Curtiss – Present UW	Lauren Hadley, Director of Employment Engagement - Present
Jenn Foskett – Present Overlake Hospital	Beverly Hillinger, HIIM Associate Faculty – Present
Kim Glockner – Present UW	Toni McKay - HIIM Associate Faculty – Present
Amy Hertel – Present Seattle Children's	
Joyce Kobayashi – Present Providence	
Syreeta Kinnard – Present UnitedHealth	
Salome Scherer – Present King County Public Health	
Jim Condon – Present University of Washington	
Not Present: Lara Broussard Lynette Colis Jodi Moore Peggy Ostergaard	

TOPIC	DISCUSSION / ACTION ITEMS
A. Welcome • New member introductions • Vice Chair position – Leticia Parks	Welcome to new committee members: Jenn Foskett, Syreeta Kinnard, and Salome Scherer. Congrats to Sheila on her retirement! Sheila will be continuing as chair the coming year, and Leticia will be serving as Vice Chair.
B. Minutes Review & Approval – November 19, 2020	Motion to approve as drafted – Toni, Joyce
C. Virtual PPE Results / Highlights	It was a big shift to do PPE virtually this year in winter quarter, particularly given the surge in COVID cases after the holidays. The VA, Seattle Children's and Providence sponsored groups of student rotations and many other advisory committee members participated in "day in the life" sessions, sharing their experience in the HIIM field to help us meet our requirement of having the students complete 40-80 hours of PPE. The schedule of sessions is included below for reference. A BIG thank you to all who helped support Shoreline students – it was very much appreciated and we could not have done it without you! There was very positive feedback from the students on the rotations and sessions – see examples below. The variety of sessions really helped expand the student perspectives on career opportunities in HIIM which is so important.
D. Environmental Scan • How are HIIM departments doing this spring? • Any significant changes to note?	Joyce/Providence – patient volumes are rebounding; ED volumes had dropped off and just starting to return. Record # of retirements for care givers. More feeling of hope now – outlook more positive. Amy/Seattle Children's – Also seeing high rate of retirement as well as burnout from staff members. Focusing on how to stay positive, staff responsibly – still navigating some variation in patient volumes and system stabilization.

	Sheila posed a question: Have there been longer term decisions to continue to work remotely? What will the future state be? Joyce: Workflows for remote work supported. Redesigning for "hoteling;" strategic plan to keep workers virtual as much as possible. Amy – HIM team has moved downtown and desk space has been reduced. Also using hoteling stations. Syreeta - Analysts continuing to work remotely.
E. Program Status & Evaluation • Program Stats (see below) • HIIM Program Evaluation 2020-2021 Status	We have a strong graduating class of 20 HIT AAAS students as well as many students in the certificate programs that will be graduating this spring. We should also have the first graduates in our Health Data Analyst certificate program this summer. Enrollment continues to grow as many folks are in worker retraining programs or evaluating long term career options. We have 139 students this spring vs 125 last fall. Two areas of program evaluation plan highlighted: The 2018 CAHIIM competencies must be in place by September. CAHIIM will be asking for a special accreditation report in October due to the update. Shoreline's HIIM program is on track to meet this deadline; we have been working on the required changes for the past year. All Shoreline courses are going through Shoreline's eLearning quality review process to get a "seal" of quality approval. So many programs have moved online in the past year, it is important that we demonstrate that our online classes are well designed and use best practices. RHIT exam results were very limited this past year as testing centers were closed for a few months due to the pandemic and even once they opened, students could not schedule for many months due to backlogs. As a result, rather than completing their certification exams in spring as they graduated, we only had a few students (4) that took the exam at some point last year. One student did not pass which left us with a 75% pass rate.

	Also discussed that AHIMA is no longer providing report detail by student or domain – so more challenging to understand or even verify certification results.

For the current year, we have already had two students pass the exam during the early testing cycle (this quarter), we hope there will be more positive results this year.

Additionally, we are looking at ways to increase the standards around RHIT exam prep work that is done in the winter quarter as part of the PPE course. |
| F. General Education Outcomes Discussion
• What do you want students to know and be able to do outside of the technical skills they learn in the program?
• Can you provide specific examples or scenarios in which employees live up to expectations related to that outcome and when they do not? | Shoreline (entire college) is revisiting general ed requirements / courses that students take. General education requirements are in areas such as communication, multicultural studies, and quantitative analysis.

Discussion items:

Interview skills – practicing soft skills, how to respond to questions, providing coaching on how to improve

Customer service skills – important across professions. Speak respectfully – to providers, patients. HIIM professionals must interface with wide range of constituents, often on challenging topics.
Active listening – practice
Problem solving – ability to work through problems, with a group, particularly if there are differences of opinion.

Meeting skills – communication skills, how to conduct yourself professionally, how to lead a meeting, how to structure a meeting.

Written communication via email – closing the communication loop, clear messaging, different than communicating with friends

Change management –often there is lots of resistance to change – change is a challenge for many. Understanding how to adapt to change, helping others prepare to change

"Well-being" important – how to deal with stress at work, how to reduce stress. |

	More technical / computer skills required – ability to use tools (Teams, Zoom). How to record a meeting. Microsoft 365 apps. Continuing professional development (staying connected in field). Participating with professional associations.
G. NEW Course Review: HIIM 241, 242 • Will be launched in 2022	Reviewed two new courses: HIIM 241, 242. These course topics have been discussed at prior Advisory Committee meetings – that input was used to shape these courses. HIIM 241 HCC Coding – 2 credits – to be offered in fall 2022. Special focus on coding HCCs and risk coding. HIIM 242 Spreadsheet Applications for HIM – 3 credits – to be offered summer 2022. Putting spreadsheet skills into practice.
H. Committee Schedule, Reminders • Proposed Next Meeting: November 4, 2021	Date looks OK – Melanie to send meeting invite so folks have on calendars.
5 Adjournment	Other items: Ciox Health – recruiters – may have jobs available. Use Melanie as contact. We often post jobs for our graduating students – many are or will be looking for new positions come June. Please let us know if you have open positions!

VIRTUAL PPE - WINTER 2021

CLINICAL ROTATIONS / PROJECTS	Site Sponsor	Length (Hrs)	Comments
VA - CDI Project - Education and Dashboard	Leticia Parks/Hong Nguyen	40	4 students
Seattle Children's - HIM rotation, 21st Century Cures Act	Amy Hertel	20-25	5 students
Providence - HIIM rotation - Transcription, ROI, Identity, Chart Analysis	Joyce Kobayashi	30	6 students (plus some student visitors)

Session Name	Sponsor	Length (Hrs)	Comments
Day in the Life of Analytics Consultant @ UHG	Syreeta Kinnard	1	
Day in the Life of Revenue Integrity Analyst @ UW	Kim Glockner	1	
Day in the Life of a HIM Consultant @ KP	Lynette Colis/ Samantha Le	1	
Day in the Life of a Data Analytics Professional @ the VA	Leticia Parks	1	
Radiation Oncology Coding Project - UW	Sharon Curtis	7	(Building SharePoint site, Radiation Oncology and the CCI & MUE edits)
UW - Compliance	Sheila Shook-Green	10	Case examples, research
Day in the Life of ROI Specialist at CIOX	Stephanie Callahan	2	(Review MRA, HEDIS, and ACA payer requests and how managed)
Day in Life of CTR @ Seattle Cancer Alliance	Peggy Ostergaard	1	
Day in the Life of Manager, Quality & Data Analytics @ Eastside Health Network	Sara Bidgood	1	
Day in the Life of an RI Analyst + internal audit project @ Overlake	Jenn Foskett	12	
Coding Director Coding Careers & COVID Vaccine Project	Gloryanne Bryant	5	
HIM Director Hiring Tips	Becky Lange	1	
Revenue Management Compliance + Telehealth Coding Grid	Nancy Anderson	5	
TOTAL		48	

A BIG Thank You to our PPE Sponsors and Speakers!

FEEDBACK FROM STUDENTS (examples – not all)

This year was such an interesting year of change. Although I wish I could have experienced an in-person PPE, the virtual set-up was beneficial as well in many ways. One of the most important things I learned in this class was the flexibility of careers under the HIM umbrella as well as the different pathways that one could take to reach a fulfilling career. This class helped me to connect what we learned in our courses with the real world of HIM. The second thing I learned was that one can never be done learning about HIM. The best quote from one of our SCH professionals was, "you never want to be the smartest one in the room". There's always a learning opportunity, and if you get that chance to learn from someone else – take it! The third most important thing I learned from the class was what specific field(s) of HIM appeal to me. Going into the HIM portion of the program, I didn't have a clue what HIM actually was or if I wanted to pursue it further. Speaking to the many different professionals showed me I'm passionate about patient care, and that patient care does not have to be clinical. Protecting the privacy of patients or negotiating with payers on behalf of the patients is also patient care.

I felt this quarter was a really great one for learning about the HIM field. The first thing I learned was just how much variety there is career-wise. There are so many different healthcare fields people are involved in, and there were many, many different ways to arrive at your spot in healthcare. The second thing I learned was that experience is very important. I was consistently surprised by the types of jobs that were held by people who had an RHIT and not an RHIA. The higher-level management jobs seemed to have a Masters usually, but you can still have a very rewarding career with the Associates degree. The third thing is how specializing in one niche seems like a good idea. There is just so much knowledge and the field is so broad, that specialization is a good way to go in my opinion. My favorite part of the class was the Day in the Life Sessions. I really enjoyed learning about all the different fields and careers. They were a great opportunity. I can't really pick a favorite, because they all were helpful.

This class exposed me to what it's like in real HIMs world. Being able to interact with people who are working in the field and pick their brain on different topic was one valuable thing I learned in this class. From CDI, Revenue Integrity to coding and Release of Information and many more.   Another thing I learned is how Health Informatics is really such a big component of any healthcare facility. I felt that even for facilities that don't hire HIMs at the moment, in couple years they will realize they can't afford not to have HIMs on their team. I also learned importance of networking. I learned Networking contacts can help with more than job leads. They can provide referrals or inside information about companies I might be interested in working for as well as advice on where to look for jobs. What I liked the most about the class is being able to attend to different sessions. This exposed me to more facilities/projects and how they run their HIM department.

The most important thing I learned in this class is the direction of what I want to do in this career field. I really am interested in the compliance, security, and privacy of patient's information now that I've done this class. I'm also interested in the CDI area. Another thing I learned is the detailed job roles and responsibilities, which is important because that's what helped me decide in the areas that interested me the most. And Lastly, I learned that the implementation of a new system really does affect everyone, Seattle Children's Hospital showed that. They are in the process of still calming down after EPIC went live in their system in October, it was interesting to hear all the perspective of the staff with this change. It gave a real-world experience of the lessons with this. Quality checking, reimbursement, timely filing, accuracy, etc. these are just some of the areas that were affected in their system.

The three most important things I learned are:

1. Networking not only helps you get your foot in the door but also helps you further your career. Meeting other people in the field increases your knowledge and can help lead to opportunities.
2. No matter how far you are in your career you never stop asking questions and learning new things.
3. Always double check your work. With coding, scanning documents, and reports double checking the work you are doing helps to ensure accuracy.

This term I learned a lot more about the HIM field and how much more there is to it. What I would read about the different areas some of them didn't seem that interesting, but during my PPE sessions when I got to see those areas, they were a lot more interesting. It was great to hear other people who are working in the field on how they got to where they are now. What certifications they had and the steps they took to get there. All the people I listened to had so much knowledge to share and they all really like their jobs. I learned that a lot of the staff held just a RHIT and that is a starting point. I can grow beyond that if I feel like that is something I would like to pursue. I really enjoyed my PPE sessions with Providence. Joyce had so many different employees lined up with so much to share. After each of my sessions I was more excited about being able to start my career in the HIM dept. Also, a big thing I learned is networking with others. Everyone I interacted with always mentioned networking.

One of the three most important things I learned from this class was to never take the encoder's codes as the rule. Although it may seem easier to do use the encoder, it's still important to verify the codes instead of just taking the auto suggested coding as the correct one. Secondly, HIM is a much bigger area of work than I expected. As much as I was looking forward to coding from home, it seems I have many other opportunities ahead of me. Thirdly, use the networks and resources you know to help you move forward. Stay in touch with classmates or instructors. Continue to read updates and keep yourself up on the latest information with coding and the HIM field. I think I enjoyed the projects although they always made me nervous. I think my favorite session was with the Epic Analysts and what they do, how they fix and make new things was right on track with what I'm interested in and I was afraid, I would have to take even more classes to break into these types of fields.

There are so many important things I learned in class! One of them is the fact that the more you review your work and prep on the practice RHIT tests, the better off you will be. Another is that there are so many branches of the health information field, that you will not run out of options! Lastly, staying in communication is key. Many professionals are utilizing LinkedIn, and keeping tabs on AHIMA to stay on top of all information related to health information.

That thing I liked most about class was the project our Site Supervisor assigned. This was my favorite because I was able to talk to my fellow classmates through video calls and actually have a conversation with them outside of a discussion board! Also, all of got along greatly, and we pulled each of our own weight which resulted in an exceptional group in finishing the project. If I had to choose a favorite session, I would choose the day in the life session with the Cancer Tumor Registrar. She was so nice and kind and I felt like I learned the most from her in those sessions. Definitely makes me contemplate looking into becoming a CTR!

The three most important things I learned in my PPE were (1) data analytics stages, (2) using MS Publisher to produce an education tool, and (3) CDI principles. The data analytics were fascinating. Both of our site supervisors were trained not only in coding and HIM but also in nursing. The dual perspective of clinical and health informatics, combined, gave both of our site supervisors a tremendous amount of knowledge. We learned about data processing and about how to put together an effective tip sheet sharing CDI tips for documentation and coding classifications for reimbursement. Ms. Hong was our main site supervisor, and she shared her philosophy on working with others on CDI. Ms. Hong was so accepting of everyone and empathetic. Her philosophy infused into everything she shared with us and made our training meaningful.

What I liked the most was the variety of information we had to learn from and hearing all the different perspectives of HIMs working in the field. My favorite session was with Ms. Jenn at Overlake hospital. I liked the way she processed information when it came to financing and solving problems. She was also open to new ideas, even if they did not work. I liked that. To find a solution, it is best to have a place to share many ideas until the idea that leads to a solution arrives.

One thing I learned in this class is there are many opportunities out there for someone in health information management. While we all might start at the bottom rung in our careers being newbies to the field, someone can definitely go far or in any direction. The availability of different careers in HIM is varied, so if one area doesn't appeal to someone there are others to

choose from that do something different. After being in coding for a while, I have determined I don't want to stay in it. I love coding but am interested in other areas of HIM.

The three most important things I learned from our PPE:

1. I learned the importance of career networking in HIM field. Knowing the right people can help you land in a new job opportunity. There are so many ways to expand our professional network, we can use social media like LinkedIn, twitter, and Facebook. In addition, if there is a conference available that you can attend to, attend that conference. You are not just going to learn something new you will also meet other professionals.
2. Always say "yes", saying Yes will give us opportunities to grow and learn new things. Furthermore, when we say "yes" all the time it shows that we are eager to help to learn new things in our profession.
3. Get your foot in the door. Don't be afraid to take an entry level position, the entry level position will get you in the organization and it's easier to "more around" once you are in. My PPE site is Providence, and I am amazed on how they let their employees "move around" and grow in their career.

What I like about our class is having different speakers each session, it makes it interesting because each session you will learn something new from the new speaker. My favorite session is when we were able to ask questions to the Leaders. They shared how having a lot of experience and schooling helped them to become a leader.

HIIM Program Status – Spring 2021

Graduates – Spring 2021

- HIT AAAS degree (20)
- Medical Coding and Reimbursement Specialist Certificate (7)
- Health Information Foundations Certificate (6 – spring, 13 for year)
- Health Data Analyst (5 – estimated – first year graduates)

Enrollment – Spring 2021

- New Students (81)
- Continuing Students (41)
- Foundation Certificate Students (13)
- Health Data Analyst Certificate Students (4)
- TOTAL = 139 (vs 125 in Fall)