<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 am - 8:00 am</td>
<td>Breakfast Location TBD</td>
</tr>
</tbody>
</table>
| 8:00 am - 8:30 am | Welcome  
JaeLynn Williams, Senior Vice President Marketing & Client Services  
3M Health Information Systems  
Location TBD |
| 8:30 am - 8:40 am | Transition to Training Sessions                                         |
| 8:40 am - 10:00 am | ICD-10 Readiness Functionality in the 3M Coding and Reimbursement System  
Andy Sager  
Product Marketing Manager  
3M Health Information Systems  
Continued |
| 8:40 am - 10:00 am | 3M Health Data Management System Manager Training  
HDM system management essentials; maintenance recommendations and troubleshooting tips.  
Mark Stacey  
Client Services Support Manager  
3M Health Information Systems  
Continued |
| 8:40 am - 10:00 am | Monitoring & Maintaining Your 3M SQL Servers  
This session will focus on giving system administrators and analysts an in-depth look at monitoring, maintaining, and supporting your SQL server, as well as creating and monitoring maintenance plans. We will also look at the SQL Server Management Studio and explore the different functions and utilities that it houses that we can use to support the SQL server.  
Paul Agustin  
Training Specialist  
3M Health Information Systems  
Continued |
| 8:40 am - 10:00 am | HDM Reporter Refresher  
Trader TBD  
Continued |
| 8:40 am - 10:00 am | Top Ten Reports in the 3M CDI System to Help You Manage Your CDI Program  
Deborah Mason, Director, Acute Care Consulting  
3M Health Information Systems  
Continued |
| 10:00 am - 10:30 am | Break Location TBD |
| 10:30 am - Noon | Transition to Training Sessions                                         |
| 10:30 am - Noon | ICD-10 Readiness Functionality in the 3M Coding and Reimbursement System  
Continued |
| 10:30 am - Noon | 3M Health Data Management System Manager Training  
Continued |
| 10:30 am - Noon | Monitoring & Maintaining Your 3M SQL Servers  
Continued |
| 10:30 am - Noon | HDM Reporter Refresher  
Continued |
| 10:30 am - Noon | Top Ten Reports in the 3M CDI System to Help You Manage Your CDI Program  
Continued |
| 12:00 pm - 1:00 pm | Lunch Location TBD |
| 1:00 pm - 1:15 pm | Transition to Training Sessions                                         |
### Tuesday, May 8

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:15 pm -</td>
<td>3M Computer-Assisted Coding Refresher Training</td>
</tr>
<tr>
<td>2:45 pm</td>
<td>Preparing Your HDM System for ICD-10</td>
</tr>
<tr>
<td>3:15 pm -</td>
<td>Chart Release Training</td>
</tr>
<tr>
<td>3:45 pm -</td>
<td>HDM Report Writing for ICD-10</td>
</tr>
<tr>
<td>4:45 pm -</td>
<td>Preparing Your ClínTrac System for ICD-10</td>
</tr>
<tr>
<td>6:30 pm -</td>
<td>Break</td>
</tr>
<tr>
<td></td>
<td>Location TBD</td>
</tr>
<tr>
<td>6:30 pm</td>
<td>2012 Client Experience Summit Welcome Reception</td>
</tr>
<tr>
<td>7:00 pm</td>
<td>Location TBD</td>
</tr>
</tbody>
</table>

- **1:15 pm - 2:45 pm**: 3M Computer-Assisted Coding Refresher Training
  - Don’t pass up this opportunity to refresh your knowledge, rediscover how to effectively use key functionality within the application and learn about features that have been added since your initial training at implementation. Share ideas, best practices and tips & tricks with 3M experts and your peers. The session will cover 3M’s inpatient, outpatient and professional services computer-assisted coding solutions.
  - Trainer TBD

- **2:45 pm - 3:15 pm**: Preparing Your HDM System for ICD-10
  - Trainer TBD

- **3:15 pm - 4:45 pm**: Chart Release Training
  - Learn about the new version of 3M ChartRelease Software.
  - Rami Kandel
  - eHDS Business Development Manager 3M Health Information Systems

- **3:45 pm - 4:45 pm**: HDM Report Writing for ICD-10
  - Trainer TBD

- **4:45 pm - 6:30 pm**: Preparing Your ClínTrac System for ICD-10
  - Trainer TBD
  - Learn about strategies to update your customized worklists, alerts, queries, finalization conditions, etc. as you prepare for ICD-10.
  - Sunita Israni
  - Product Specialist
  - 3M Health Information Systems

**Note**: Locations for all sessions are TBD. Check the official schedule for updates.
### Wednesday, May 9

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>7:00 am - 8:15 am</td>
<td>Breakfast&lt;br&gt;Location TBD</td>
</tr>
<tr>
<td>8:15 am - 8:30 am</td>
<td>Transition to Opening Session</td>
</tr>
<tr>
<td>8:30 am - 9:30 am</td>
<td>General Session&lt;br&gt;Location TBD&lt;br&gt;Ray Terrill, Senior Vice President of Coding Solutions&lt;br&gt;Myung Kim, Vice President of eHealth&lt;br&gt;Sandeep Wadhwa, Vice President</td>
</tr>
<tr>
<td>9:30 am - 10:30 am</td>
<td>Keynote Speaker&lt;br&gt;Location TBD&lt;br&gt;Dan Clark&lt;br&gt;Primary Contributing Author to the Chicken Soup For The Soul Series</td>
</tr>
<tr>
<td>10:30 am - 11:00 am</td>
<td>Break and Transition to Breakout Sessions&lt;br&gt;Location TBD</td>
</tr>
<tr>
<td>11:00 am - 12:00 pm</td>
<td>ICD-10 Insights Panel&lt;br&gt;Healthcare Leaders Preparing for ICD-10</td>
</tr>
<tr>
<td>12:00 pm - 1:00 pm</td>
<td>Lunch&lt;br&gt;TBD</td>
</tr>
</tbody>
</table>

**ICD-10 Insights Panel**<br>Healthcare Leaders Preparing for ICD-10

**ICD-10 for Non-Coders**

An ICD-10 overview and discussion for those of us that are not coders! Learn ICD-10 basics, why it is such a significant impact on healthcare and organizations, how ICD-10 differs from ICD-9, and the timeline for ICD-10 implementation.

Kellie Henderson<br>Solution Sales Executive<br>3M Health Information Systems
<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>1:00 pm -</td>
<td><strong>ICD-10 Transition: Lessons Learned</strong></td>
</tr>
</tbody>
</table>
| 2:00 pm -    | Terri McCubbin  
Director, Consulting Services  
3M Health Information Systems |
| 3:15 pm -    | **Engaging Physicians in Your Documentation Improvement Program**                                |
| 4:30 pm -    | Donna Smith  
Senior Consultant  
3M Health Information Systems |
| 3:00 pm -    | **ROI Best Practices**                                                                            |
| 4:15 pm -    | Jill Devrick  
Product Solutions Advisor  
3M Health Information Systems |
| 3:30 pm -    | **Why NLP, Why Now?**                                                                             |
| 4:45 pm -    | Richard Woliwecz  
Technology Leadership Office  
3M Health Information Systems |
| 2:15 pm -    | **3M eHealth Documentation Solutions Roundtable**                                                 |
| 3:30 pm -    | This session will involve interactive group discussion covering key industry topics for Document Creation and Document Management. Client feedback during this session will help define future product features.  
Steve Retz  
eHDS Business Manager  
3M Health Information Systems |
| 3:15 pm -    | **Transition to Breakout Sessions**                                                              |
| 4:30 pm -    | **It's 2012: What Do We Do Now?**                                                                  |
| 2:45 pm -    | Speaker TBD  
Lahey Clinic  
Donna Smith  
Senior Consultant  
3M Health Information Systems |
| 5:15 pm -    | **Quality Assurance Best Practices for ChartScript**                                               |
| 3:45 pm -    | Learn about the new QA guidelines from AHDI and how to incorporate best practices into ChartScript using Admin Console.  
Jill Devrick  
Product Solutions Advisor  
3M Health Information Systems |
| 4:15 pm -    | **The Evolution of the CAC Practice**                                                              |
| 3:15 pm -    | This session will discuss the driving forces that are shaping the current and future applications of this technology, and provide guidance about the steps necessary to position coding professionals for the coming coding revolution.  
Melanie Endicott  
Director, Professional Practice  
American Health Information Management Association |
| 4:00 pm -    | **3M in a Citrix Environment**                                                                     |
| 3:00 pm -    | Configuration recommendations, troubleshooting and helpful tips.  
Mark Stacey  
Client Support Services Manager  
3M Health Information Systems |
| 4:00 pm -    | **3M ICD-10 Education and Training Best Practices**                                               |
| 3:30 pm -    | Donna Smith  
Senior Consultant  
3M Health Information Systems  
Lana Cooper  
Product Marketing Manager  
3M Health Information Systems |
| 3:30 pm -    | **Technology Roundtable: Data and Integration**                                                    |
| 4:00 pm -    | Join our Chief Architect and the 3M Technology Leadership team in a roundtable discussion on data and integration. Share your thoughts and challenges on these topics and gain insight into how the 3M Technology Leadership team approach to these technologies in our solutions.  
Colin Hopkinson  
Technology Leadership Office  
3M Health Information Systems |
| 3:30 pm -    | **Break and Transition to Breakout Sessions**                                                      |
| 4:15 pm -    | **Introduction to Pay for Performance and Health Care Reform**                                    |
| 3:45 pm -    | This session will provide an overview of the key initiatives in pay for performance and health care reform, including: new CMS models of payment and care delivery such as Bundled Payment for Care Improvement, Medicare Shared Savings, Pioneer ACOs, and Health Homes; trends in State Medicaid Payment; and Health Care Reform and the need for accurate clinical documentation.  
Sandeep Wadhwa, MD  
Chief Medical Officer  
3M Health Information Systems |
| 4:30 pm -    | **3M 360 Encompass System Purchase Decision Making Process**                                       |
| 4:15 pm -    | Selecting and acquiring a new information system is a significant undertaking for a healthcare organization. The process an organization performs includes the complex and time consuming steps of planning, evaluating and selecting a vendor solution. Hear how these 3M clients executed their decision making process to purchase the 3M 360 Encompass System.  
Glenna Friedman  
Director of Clinical Documentation and Coding Services  
New York-Presbyterian Hospital  
Walter Houlihan  
Corporate Director, Health Information Management  
Baystate Health |
| 4:45 pm -    | **ICD-10 and 3M Interfaces**                                                                       |
| 4:30 pm -    | An interactive session covering what information 3M is providing external vendors and clients regarding ICD-10 interface changes for 3M applications, and how 3M interfaces will handle ICD-10 data.  
Mike Sylvia  
Integration Analyst  
3M Health Information Systems  
Jeff Seese  
Product Analyst  
3M Health Information Systems |
| 4:30 pm -    | **Platform 7 and 3M eHealth Documentation Solutions Products**                                    |
| 4:30 pm -    | There are a lot of exciting changes in store for the next version of Documentation Solutions Products. Come hear about the “C2 Project” and see a demo of the new features.  
Jeff Seese  
Product Analyst  
3M Health Information Systems |
| 4:30 pm -    | **5M Translation Management Tools**                                                                 |
| 4:30 pm -    | Before ICD-10 implementation, your facility needs to be ready to code and bill in ICD-10. These codes are in your documentation, reimbursement contracts, forms, super bills, medical necessity policies and even on paper cheat sheets used by your admitting, coding, clinical documentation improvement, and other departments. Join us to find out how 5M’s ICD-10 Translation Tools can make this task easier, and also see a demonstration of our new ICD-10 DRG Financial Impact Analysis Module.  
Charlie Bernstein  
Product Marketing Manager  
3M Health Information Systems |
### Thursday, May 10

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
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<tbody>
<tr>
<td>7:00 am - 8:00 am</td>
<td>Breakfast Location TBD</td>
</tr>
</tbody>
</table>
| 8:00 am - 9:15 am | President’s Address  
Jon T. Lindekugel, President  
3M Health Information Systems  
Location TBD |
| 9:15 am - 9:30 am | Transition to Breakout Sessions  
Location TBD |
| 9:30 am - 10:00 am | Coding & Compliance/Auditing for ICD-10 in 3M Audit Expert  
The HIM Dept is a safety net - a filter for potential problems with the submitted and billed record. Learn how to use the automated and retrospective auditing tool 3M Audit Expert in conjunction with internal processes and policies to reduce significant high risk DRG vulnerabilities. Understand how to improve data gathering and reporting in preparation for being compliant with ICD-10 and beyond.  
Patricia Holland  
Director, Health Information Management  
St. Joseph’s/Candler Health System |
| 9:30 am - 10:00 am | Aligning Cost Containment and Patient Safety: Managing Preventable Events  
This session will provide an overview of some of the critical issues surrounding cost containment, including improving your clinical data for accurate measurement, and how the 3M Preventable Events can help your organization be successful in reducing costs while improving patient satisfaction.  
Sandeep Wadhwa, MD  
Chief Medical Officer  
3M Health Information Systems |
| 10:00 am - 11:00 am | Implementing Computer-Assisted Coding into Your Coding Business Process  
Explore the people, process, and technology issues surrounding the implementation of computer-assisted coding. Analyze how computer-assisted coding integrated with a documentation improvement program can achieve ROI and promote ICD-10 readiness, and evaluate the IT challenges and interface requirements of a computer-assisted coding implementation.  
Lori Jayne  
HIM Director and Privacy Officer  
Lahey Clinic |
| 10:00 am - 11:00 am | Soaring Through the Cloud  
Join the 3M Technology leadership team in a roundtable discussion on Cloud computing, Mobile computing, and application delivery. Share your thoughts and challenges on these topics and gain insight into how the 3M Technology Leadership team approach to these technologies in our solutions.  
Technology Leadership Office  
3M Health Information Systems |
| 10:00 am - 11:00 am | 3M M.D. Assist  
Physician documentation is a necessity. But it doesn’t have to be a chore. 3M supports physicians through the entire documentation process, providing instant access to information needed to capture the complete patient encounter as part of the 3M M.D. Assist workflow. Join us for a demo and discussion of this computer-assisted physician documentation solution.  
Jeremy Zasowski  
Emerging Business Strategist  
3M Health Information Systems |
| 10:00 am - 11:00 am | 3M’s Outpatient Computer-Assisted Coding Toolset  
With the looming adoption of ICD-10, a coder’s work requires increased precision. The pressures for better financial performance are increasing, too. 3M offers outpatient computer-assisted coding solutions to expedite the coding process without compromising accuracy and compliance. As ICD-10 approaches, this ability can help you offset the effect on productivity and minimize staffing costs. The increased speed and accuracy can help shorten DNFB and A/R days, allowing you to submit claims for reimbursement sooner with confidence that they are correct and complete. Join us to learn more about 3M’s outpatient computer-assisted coding toolset.  
Beva Shelby  
Product Marketing Manager  
3M Health Information Systems |
| 10:30 am - 11:00 am | Break and Transition to Breakout Sessions  
Location TBD |

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**Innovation Center Visit #3**
**11:00 am - 12:00 pm**

**Are You Ready for Accountable Care?**
This session will focus on several key areas for success as an ACO including: understanding and predicting the resource consumption of your population, how to align providers and allocate payment, and mechanisms to support bundled payment and episodes of care.

Sandeep Wadhwa, MD
Chief Medical Officer
3M Health Information Systems

**Sustaining Financial Benefits from Your Documentation Improvement Program**

Deborah Mason, Director, Acute Care Consulting
3M Health Information Systems

**Calling Your Next Big Play: Future Roles in Transcription**

If it ain’t broke, don’t fix it. Ah, that age-old saying reminding us to leave things alone that are working well. But is this saying true of your career? Learn how you can use the change management process to dip your toe into roles yet unknown to see what might work for you and the organizations you serve.

Jill Devrick
Product Solutions Advisor
3M Health Information Systems

**Technology in Healthcare Roundtable**

Come explore and share your thoughts on the future of technology in healthcare with 3M’s Chief Technology Officer. This session will be a roundtable discussion with the 3M Technology Leadership team and your peers. This community event will focus on technology trends in healthcare and will provide you with an opportunity to share your thoughts and experiences in healthcare technology.

Currado Dugo
Technology Leadership Office
3M Health Information Systems

**Utilizing Supplemental Resources to Maintain HIM Operational and Financial Balance Through the Implementation of ICD-10**

We will present information describing how HIM Directors and others can maintain operational goals while anticipating ICD-10 implementation impact on Coding and how to offset that impact as it relates to productivity, increase in AR, education, quality reviews, and external data reporting. We will explore current options to achieve optimal performance goals including supplemental resources. We will also examine how to anticipate improved productivity through state of the art systems, anticipating and calculating any gaps, and how to offset those gaps to maintain operational normalcy through the implementation of ICD-10.

Gayl Kirkpatrick
Manager, Coding Services
3M Health Information Systems

**3M’s Professional Service Computer-Assisted Coding Solution**

As hospital systems integrate physician practices into their organizations, professional fee coding is emerging as another important coding responsibility of the HIM professional. 3M’s web-based software solution automates the professional services coding process with proven success in multi-specialty practices, academic medical centers and integrated delivery systems. Don’t miss this opportunity to see and hear about 3M’s professional service computer-assisted coding solution.

Beva Shelby
Product Marketing Manager
3M Health Information Systems

**12:00 pm - 1:00 pm**

**Lunch**
Location TBD
### Thursday, May 10

#### General Session

- **3M 360 Encompass System Beta Site Panel Discussion**
  - Cleveland Clinic
  - Hays Medical Center
  - Intermountain Healthcare
  - Location TBD

#### 2:00 pm - 2:15 pm

<table>
<thead>
<tr>
<th>Session</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Improving Your Ambulatory Revenue Cycle with 3M ARMS</td>
<td>Karen Flemming, Director of Health Information Saint Alphonsus Regional Medical Center</td>
</tr>
<tr>
<td>Compliant CDI Queries</td>
<td>Terri McCubbin, Director, Consulting Services 3M Health Information Systems</td>
</tr>
<tr>
<td>Reducing Transcription Costs</td>
<td>Rebecca Carrier, Technology Information Solutions Analyst Spectrum Health</td>
</tr>
<tr>
<td>3M 360 Encompass System: The User Experience</td>
<td>Andy Sager, Product Marketing Manager  Keri Hunsaker, Product Marketing Manager 3M Health Information Systems</td>
</tr>
</tbody>
</table>

#### Transition to Breakouts

#### 2:15 pm - 3:15 pm

<table>
<thead>
<tr>
<th>Breakout</th>
<th>Location TBD</th>
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</thead>
<tbody>
<tr>
<td>Financial Impact Analysis Version 29 MSDRGs and the Potential Impact of ICD-10</td>
<td></td>
</tr>
<tr>
<td>CDIS Optimization Assessment</td>
<td>Speaker TBD</td>
</tr>
<tr>
<td>Getting the Most Out of the Support.3MHIS.com Website</td>
<td>Ray Osborn,  Global Web Experience Manager 3M Health Information Systems</td>
</tr>
<tr>
<td>3M 360 Encompass System: What’s Coming in 2012</td>
<td>Michael Bee, Emerging Business Director 3M Health Information Systems</td>
</tr>
</tbody>
</table>

#### Break and Transition to Vision Breakouts

#### 3:45 pm - 4:45 pm

<table>
<thead>
<tr>
<th>Breakout</th>
<th>Location TBD</th>
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</thead>
<tbody>
<tr>
<td>3M 360 Encompass System: The User Experience</td>
<td></td>
</tr>
</tbody>
</table>

#### Free Time

- **4:45 pm - 6:00 pm**

- **6:00 pm - 6:30 pm**

- **6:30 pm - 10:00 pm**

**Client Experience Celebration and Awards Dinner**
### Friday, May 11

#### Breakfast
- Location TBD

#### 9:00 am - 9:30 am

**EHR’s Impact on Abstracting, Data Analytics and Data Management**

Learn from other 3M system users how traditional HIM processes of data abstracting, data quality management, reconciliation, reporting, and interpretation are changing in the brave new world of the EHR.

- Speaker TBD

#### 9:30 am - 10:30 am

**Johns Hopkins Hospital Documentation Excellence Program**

This session will introduce you to the Johns Hopkins Documentation Excellence Program, and how the organization is leveraging the 3M Clinical Documentation Improvement System to assist in documentation improvement efforts.

- John E. Allen
  - Director of Quality Management
  - Johns Hopkins Health System

**M.D. Assist: A 3M Pilot Site Experience**

Hear about one beta site’s experiences and success with M.D. Assist — 3M’s new Computer-Assisted Physician Documentation tool.

- Speaker TBD

**3M 360 Encompass System Implementation: Lessons from the Field**

Has your organization purchased the 3M 360 Encompass System or are you in the purchase decision process and wanting to know more about the implementation process? This session offers a great opportunity to learn what to expect and how to prepare for an effective and successful 3M 360 Encompass System implementation.

- Brian Mitchell
  - Implementation Manager
  - 3M Health Information Systems

#### 10:30 am - 10:45 am

**Using Computer-Assisted Coding to Improve Clinical Documentation and Prepare for ICD-10**

Implementing computer-assisted coding technology now can help offset initial coding productivity losses anticipated with ICD-10. This session will explore the use of computer-assisted coding combined with documentation improvement to ensure ICD-10 readiness.

- Deloris Farthing
  - HIM Director
  - Hays Medical Center

**Transitions to Breakout Sessions**

#### 10:45 am - 11:45 am

**Merging Clinical and Financial Data**

Kathy Hartman
- Senior Director of Health Information Management
- Cleveland Clinic

Garrick Garrison
- Business Development Director, Consulting Services
- 3M Health Information Systems

**3M 360 Encompass System Implementation: Lessons from the Field**

Has your organization purchased the 3M 360 Encompass System or are you in the purchase decision process and wanting to know more about the implementation process? This session offers a great opportunity to learn what to expect and how to prepare for an effective and successful 3M 360 Encompass System implementation.

- Brian Mitchell
  - Implementation Manager
  - 3M Health Information Systems

**3M Product Release Process Roundtable**

Last year we gathered your input and suggestions. We heard you loud and clear and want to share how we have responded to your feedback as well as continue to gather your input and suggestions. Topics will include communicating releases, understanding release content, how 3M measures the quality of releases, learning about and reporting defects and what you would like to see us do better. This session promises to provide you with the tips and tools necessary to stay informed about software releases and how to effectively plan for and roll out 3M software at your site.

- Kim Cobler
  - Release Manager
  - 3M Health Information Systems

**Integrating Milliman Care Guidelines with Care Planning Manager**

- Sunita Israni
  - Product Specialist
  - 3M Health Information Systems

- Cathy Spencer
  - Product Marketing Manager
  - 3M Health Information Systems

#### 12:00 pm - 1:00 pm

**Closing Session and Lunch**
- Location TBD