3M Health Information Systems
2012 Client Experience Summit
Revision Date: 4/30/12

Tuesday, May 8

7:00 am - 8:00 am	**Breakfast** *Location TBD*

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**

	ICD-10 Readiness Functionality in the 3M Coding and Reimbursement System	3M Health Data Management System Manager Training	Monitoring & Maintaining Your 3M SQL Servers	HDM Reporter Refresher	Top Ten Reports in the 3M CDI System to Help You Manage Your CDI Program	
8:40 am - 10:00 am	Andy Sager Product Marketing Manager 3M Health Information Systems	HDM system management essentials; maintenance recommendations and troubleshooting tips. Mark Stacey Client Services Support Manager 3M Health Information Systems	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	Stan Dudek Installations & Training Specialist 3M Health Information Systems	This session will highlight the top 10 reports within the Clinical Documentation Improvement System (CDIS), which can help focus your CDI team on growing and managing opportunities within your clinical documentation improvement program. Deborah Mason, Director, Acute Care Consulting 3M Health Information Systems	

10:00 am - 10:30 am	**Break** *Location TBD*

	ICD-10 Readiness Functionality in the 3M Coding and Reimbursement System	3M Health Data Management System Manager Training	Monitoring & Maintaining Your 3M SQL Servers	HDM Reporter Refresher	Top Ten Reports in the 3M CDI System to Help You Manage Your CDI Program	
10:30 am - Noon	**Continued**	**Continued**	**Continued**	**Continued**	**Continued**	

12:00 pm - 1:00 pm	**Lunch** *Location TBD*

1:00 pm - 1:15 pm	**Transition to Training Sessions**

Tuesday, May 8

		3M Computer-Assisted Coding Refresher Training	Preparing Your HDM System for ICD-10	Chart Release Training	HDM Report Writing for ICD-10	Preparing Your ClinTrac System for ICD-10	
1:15 pm - 2:45 pm	**Innovation Center Visit #1**	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. Keri Hunsaker Product Marketing Manager Beva Shelby Product Marketing Manager Steve Spear Solution Sales Executive 3M Health Information Systems	There are steps and decisions that can be made now in your HDM system even if you have not fully implemented the 3M ICD-10 product enhancements. It is a good time to analyze your customized reports, chapters, and worklists, as well as to determine how HDM can be used to improve documentation sufficiency for the more refined ICD-10 coding. This session will give you ideas and options and actual user experience with the HDM ICD-10 update. Sherri Wooldridge Senior Product Development Analyst 3M Health Information Systems Robyn Soules Senior Product Analyst 3M Health Information Systems	Learn about the new version of 3M ChartRelease Software. Paul Agustin Training Specialist 3M Health Information Systems **SESSION CANCELLED**	**SESSION CANCELLED** **Reports related to ICD-10 will be included in the Preparing Your HDM System for ICD-10 session**	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	
2:45 pm - 3:15 pm		**Break** *Location TBD*					
3:15 pm - 4:45 pm		**3M Computer-Assisted Coding Refresher Training** **Continued**	**Preparing Your HDM System for ICD-10** **Continued**	**Chart Release Training** **Continued**	**HDM Report Writing for ICD-10**	**Preparing Your ClinTrac System for ICD-10** **Continued**	
4:45 pm - 6:30 pm		**Free Time**					
6:30 pm - 10:00 pm		**2012 Client Experience Summit Welcome Reception** *Location TBD*					

Wednesday, May 9

Time	Session
7:00 am - 8:15 am	**Breakfast** *Location TBD*
8:15 am - 8:30 am	**Transition to Opening Session**
8:30 am - 9:30 am	**General Session** *Location TBD* **Ray Terrill, Senior Vice President of Coding Solutions** **Myung Kim. Vice President of eHDS** **Sandeep Wadhwa, Vice President**
9:30 am - 10:30 am	**Keynote Speaker** *Location TBD* **Dan Clark** **Primary Contributing Author to the Chicken Soup For The Soul Series**
10:30 am - 11:00 am	**Break and Transition to Breakout Sessions** *Location TBD*

11:00 am - 12:00 pm	ICD-10 Insights Panel Healthcare Leaders Preparing for ICD-10 Join us as healthcare leaders share the progress their organizations have made this past year in preparing for ICD-10, their thoughts on the proposed rule to delay the ICD-10 implementation until October 1, 2014 and ideas on what they will do differently if given an extra year to prepare. Moderator: JaeLynn Williams Senior Vice President, Marketing and Client Operations 3M Health Information Systems	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 Solution Sales Executive 3M Health Information Systems

12:00 pm - 1:00 pm	**Lunch** *TBD*

Wednesday, May 9						
1:00 pm - 2:00 pm		**ICD-10 Transition: Lessons Learned** After another year of performing ICD-10 readiness assessments, 3M will provide an updated overview of lessons learned related to top ICD-10 impacted areas and identify the largest gaps found in readiness assessments. Terri McCubbin Director, Consulting Services 3M Health Information Systems	**Engaging Physicians in your Clinical Documentation Program and Using Technology to Support Change** Discussion on best practice of engaging physicians into your clinical documentation improvement program. We will also review how tools and advances in technology can assist with physician engagement and documentation improvement. Donna Smith Senior Consultant 3M Health Information Systems Eskild A. Petersen, MD Consulting Services 3M Health Information Systems	**ROI Best Practices** Day-to-day life gives us lots of reasons to ask "Why?" Why ask why? It's a very important question - on a business level, it helps us determine if our organization is making decisions that are yielding good results. This session will help you identify areas you can investigate and potentially highlight as contributors to success and return on your investments. Jill Devrick Product Solutions Advisor 3M Health Information Systems	**Why NLP, Why Now?** The U.S. healthcare industry is a late adopter of Natural Language Processing, and there's a lot of confusion about what NLP is and what it can and can't do. Where other applications of technology often require caregivers to change their existing, proven processes to accommodate the technology, NLP allows applications to work with the most valuable form of clinical communication: the clinical narrative. This session will address the application and value of NLP in healthcare and will provide attendees with some insight into 3M's approach to Natural Language Processing. Richard Wolniewicz Division Scientist, NLP Technology Leadership Office 3M Health Information Systems	**3M eHealth Documentation Solutions Roundtable** 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	**Using Worklists in HDM** This session is designed for HDM clients not currently using worklists -- but interested in starting! The session will provide an introduction to worklists, review the basic functionality in Data Entry and discuss tips for creating enhanced worklists. Stan Dudek Installations & Training Specialist 3M Health Information Systems
2:00 pm - 2:15 pm		Transition to Breakout Sessions					
2:15 pm - 3:15 pm	**Innovation Center Visit #2**	**It's 2012: What Do We Do Now?** In this session, we will review key steps for success with preparing for ICD-10 implementation for 2012, 2013 and 2014. Lori Jayne HIM Director and Privacy Officer Lahey Clinic Donna Smith Senior Consultant 3M Health Information Systems	**Quality Assurance Best Practices for ChartScript** 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	**The Evolution of the CAC Practice** 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	**3M in a Citrix Environment** Configuration recommendations, troubleshooting and helpful tips. Mark Stacey Client Support Services Manager Keith Moran Software Development Engineer 3M Health Information Systems	**3M ICD-10 Education and Training Best Practices** In this session, 3M will demonstrate the ICD-10 Education Program designed to help your CDI Specialists and Coders, Physicians and your entire organization transition from ICD-9 to ICD-10. We will also make recommendations for rolling out ICD-10 Education in your facility, provide sample coder education timelines, recommend which modules should be provided to different job roles and share some best practice examples from early adopters who have already started. Lana Cooper Product Marketing Manager Terri McCubbin Director, Consulting Services 3M Health Information Systems	**Technology Roundtable: Data and Integration** 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 Chief Enterprise Architect Technology Leadership Office 3M Health Information Systems Session Cancelled
3:15 pm - 3:45 pm		Break and Transition to Breakout Sessions *Location TBD*					

Wednesday, May 9

3:45 pm - 4:45 pm	Innovation Center Visit #2 Continued	Introduction to Pay for Performance and Health Care Reform	3M 360 Encompass System Purchase Decision Making Process	ICD-10 and 3M Interfaces	Platform 7 and 3M eHealth Documentation Solutions Products	3M Translation Management Tools
		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	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	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 Mark Stacey Client Services Support Manager 3M Health Information Systems	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	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 3M'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

4:45 pm - 10:00 pm	Open Night

Thursday, May 10

Time							
7:00 am - 8:30 am		**Breakfast** *Location TBD*					
8:30 am - 9:15 am		**President's Address** **Jon T. Lindekugel, President** **3M Health Information Systems** *Location TBD*					
9:15am - 9:30 am		**Transition to Breakout Sessions**					
9:30 am - 10:30am	Innovation Center Visit #3	**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	**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. Paul Allen Director of Casemix Information Management Johns Hopkins Health System Sandeep Wadhwa, MD Chief Medical Officer 3M Health Information Systems **SESSION CANCELLED**	**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	**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 approaches these technologies in our solutions. Colin Hopkinson Chief Enterprise Architect Technology Leadership Office 3M Health Information Systems **SESSION CANCELLED**	**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	**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*					
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 Paul Allen Director of Casemix Information Management Johns Hopkins Health System	**Sustaining Financial Benefits from Your Documentation Improvement Program** Please join us as we review the key success factors of Clinical Documentation Improvement (CDI) Programs that have been able to sustain financial benefits and improve quality outcomes for many years 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 Chief Technology Officer 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

1:00pm - 2:00 pm		**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		**Transition to Breakouts**		
2:15 pm - 3:15 pm		**Improving Your Ambulatory Revenue Cycle with 3M ARMS** Learn how effective use of 3M Ambulatory Revenue Management Software (ARMS) combined with the 3M Workflow Engineering Program can help you eliminate redundant processes, remove gaps in data flow, enhance productivity and attain best practice workflows. Karen Fleming Director of Health Information Kaelyn Colter HIM Operations and Coding Manager Saint Alphonsus Regional Medical Center	**Compliant CDI Queries** **T**his session will review the appropriate approaches to querying physicians and the common mistakes made in the industry that are perceived as leading. Garri Garrison Business Development Director, Consulting Services 3M Health Information Systems	**Reducing Transcription Costs** Using speech recognition and templates to reduce the cost of transcription in your organization. Rebecca Carrier Technology Information Solutions Analyst Spectrum Health	**3M 360 Encompass System: The User Experience** What if the logic connecting your clinical and financial data was so good that it: • Automatically improved documentation • Automatically coded complex clinical data for reimbursement • Automatically monitored performance And it did it all from one system? Join us and see the one system that connects and automates both coding and documentation improvement and learn how this integrated application can help improve and streamline your workflows and build synergies by having your content work together. Andy Sager Product Marketing Manager Keri Hunsaker Product Marketing Manager Kellie Henderson Solution Sales Executive 3M Health Information Systems
3:15pm - 3:45 pm		**Break and Transition to Vision Breakouts** *Location TBD*		
3:45 pm - 4:45 pm		**Financial Impact Analysis of ICD-10 MS-DRGs** In this session, we will look at current ICD-9 MS-DRGs and the potential financial impact of ICD-10 MS DRG changes. Terri McCubbin Director, Consulting Services 3M Health Information Systems	**CDIS Optimization Assessment** **SESSION CANCELLED**	**Getting the Most Out of the Support.3MHIS.com Website** Ray Osborn, Global Web Experience Manager 3M Health Information Systems	**3M 360 Encompass System: What's Coming in 2012** Join us for a preview of what's on the horizon for future 3M 360 Encompass releases! Michael Bee Emerging Business Director 3M Health Information Systems
4:45 pm - 6:00 pm		**Free Time**		
6:00 pm - 6:30 pm		**Travel to Evening Event** *Load buses in front of the hotel*		
6:30 pm - 10:00 pm		**Client Experience Celebration** **and Awards Dinner**		

Friday, May 11

Time	Session
7:30 am - 9:00 am	**Breakfast** *Location TBD*

9:00 am - 9:30 am

Looking Forward
General Session
Location TBD

Dan Simenc, Vice President of Sales
3M Health Information Systems

9:30 am - 10:30 am

EHR's Impact on Abstracting, Data Analytics and Data Management	Johns Hopkins Hospital Documentation Excellence Program	M.D. Assist: A 3M Pilot Site Experience	User Interface Direction
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. Patricia Jones Corporate Director, HIM Inova Health System Brenda Beckham Corporate Director, HIM Baptist Healthcare System	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. Paul Allen Director of Casemix Information Management Johns Hopkins Health System	Hear about one beta site's experiences and success with M.D. Assist -- 3M's new Computer-Assisted Physician Documentation tool. Speaker TBD	Join 3M's enterprise UI/UX architect for a discussion of 3M's focus on the user interface and how this will impact the future of 3M solutions. We will share some of our recent research results and would like to hear your thoughts and opinions on this subject. Vinoth Jagannathan Enterprise UX/UI Architect Technology Leadership Office 3M Health Information Systems

10:30 am - 10:45 am — Transition to Breakout Sessions

10:45 am. - 11:45 am

Using Computer-Assisted Coding to Improve Clinical Documentation and Prepare for ICD-10	Merging Clinical and Financial Data	3M 360 Encompass System Implementation: Lessons from the Field	3M Product Release Process Roundtable	Integrating Milliman Care Guidelines with Care Planning Manager
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	When Cleveland Clinic saw its quality scores fall below other academic medical centers in the University Health System Consortium (UHC), the organization knew its quality outcomes data didn't reflect the complexity of its patients. Furthermore, patient safety incidents (PSI) reported to CMS and UHC were sometimes 65 percent higher than the true number. Cleveland Clinic launched "Documentation, Extraction, Reporting Transformation" (DERT) to improve outcomes data. Learn how Cleveland Clinic improved severity-of-illness and mortality scores, addressed potential PSIs prior to claims submission, and saw an increase to their CMI of 5.87 percent. Kathy Hartman Senior Director of Health Information Management Cleveland Clinic Garri Garrison Business Development Director, Consulting Services 3M Health Information Systems	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. Lori Matherne 360 Encompass Implementation & Training Manager 3M Health Information Systems	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. The round table will include representatives from development,, project management, Lean Six Sigma, release management, client support and technical documentation. Kim Cobler Release Manager 3M Health Information Systems	Preview the interface prototype and discuss workflow requirements around the interface between CPM and Milliman Care Guidelines. Sunita Israni Product Specialist Cathy Spencer Product Marketing Manager 3M Health Information Systems

11:45 am - 12:00 pm — Transition to Lunch

12:00 am - 1:00 pm

Closing Session and Lunch
Location TBD