Healthcare Documentation Integrity Conference

July 13-15, 2017
Hilton Palacio Del Rio
San Antonio, Texas

Onward! Together Toward Tomorrow
Onward!

Together Toward Tomorrow

Attend AHDI’s 2017 Healthcare Documentation Integrity Conference to discover new paths for healthcare documentation specialists, spark ideas for business opportunities, and stay ahead of the curve to position yourself for long-term success.

At the 2017 AHDI Conference, you’ll gain valuable insight into the elements affecting healthcare documentation. You’ll leave the conference equipped with workable solutions to your organization’s biggest documentation challenges and the skills employers are looking for. Your desire to learn will be well-fed with two days of sessions across AHDI’s CEC requirements spectrum.

Make your plans to join us to further your professional growth, learn about the latest evidence-based practices, expand your knowledge base, and broaden your perspective—all while enjoying downtown San Antonio. Register now to reserve your place among the best and brightest in healthcare documentation.

Benefits of Attending HDIC17

1. Learn the trends in health information management, health IT, and healthcare documentation to augment your career planning.
2. Boost your job performance by strengthening your knowledge across a variety of clinical medicine specialties.
3. Engage in discussions on important issues affecting healthcare documentation specialists and formulate solutions with fellow attendees.
4. Visit with exhibitors to see the latest tools, technology, and services to improve your efficiency, grow your business, and spark your creativity.
5. Meet with recruiters about employment opportunities and gain insight into the changing dynamics of the job market.
6. Celebrate the profession and make new friends throughout the conference.
7. Continue your commitment to lifelong learning and earn continuing education credits to support your certification.
Headline Keynote Speakers

Reed Gelzer, MD, MPH

Dr. Gelzer is Health IT Policy, EHR Specialist for Provider Resources, Inc. After 14 years in clinical practice and EHR support, Dr. Gelzer currently also serves HL7 EHR Standards development, the American Bar Association’s Health Law section, Sedona Conference WG on digital records retention and production, and Federal Agencies and patient care organizations.

Hear Dr. Gelzer speak on Friday, July 14, at 8:00 a.m.

Darice Grzybowski, MA, RHIA, FAHIMA

Ms. Grzybowski has 35+ years of healthcare experience, holds a master’s in clinical data management, and is an Academy Approved ICD10-CM/PCS Trainer. In 2005 she founded and is President of H.I.Mentors - a consulting, software, and marketing firm. She is a sought after national speaker and author in the health informatics community and winner of multiple awards.

Hear Ms. Grzybowski speak on Saturday, July 15, at 8:20

Karl Klose, PhD

Dr. Klose is a professor of microbiology at the University of Texas San Antonio (UTSA). Dr. Klose received his PhD in Microbiology at UC Berkeley and performed postdoctoral studies in microbial pathogenesis at Harvard Medical School. In 2004 Dr. Klose joined UTSA and is the founder of the South Texas Center for Emerging Infectious Diseases, which consists of 18 infectious disease laboratories.

Hear Dr. Klose speak on Saturday, July 15, at 2:55 p.m.
Who You’ll Meet @ HDIC17

When you attend HDIC17 you’ll expand your professional network with little effort. You’ll meet people who have a deep understanding and appreciation of your profession. This means you’ll find people who enjoy language, medicine, and the art and science of documenting patient care.

While you’re at HDIC17 and afterwards, the conversations will create opportunities for continual personal and professional growth.

“The minute one stops learning, one stops living.”
-Gopal Nair

HDIC attendees typically include:

- Healthcare documentation specialists
- MT/editors
- Managers/supervisors
- QA specialists
- Educators
- MTSOs
- HIM professionals
- HIT professionals
- Medical scribes
- Transcription platform vendors
- Dictation/transcription equipment suppliers
- Students

Thank You, Conference Sponsors

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CanScribe Career College

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NUANCE
## Schedule at a Glance

### Thursday, July 13
- **12:30 p.m. - 5:00 p.m.**  |  AHDI National Leadership Board meeting
- **2:00 p.m. - 5:00 p.m.**  |  Tabletop Exhibits Setup
- **2:00 p.m. - 5:30 p.m.**  |  Registration Open
- **5:30 p.m. - 7:00 p.m.**  |  Welcome Reception, sponsored by M*Modal

### Friday, July 14
- **7:00 a.m. - 5:30 p.m.**  |  Registration Open
- **7:00 a.m. - 8:00 a.m.**  |  Complimentary Coffee, Breakfast Cash Concessions
- **8:00 a.m. - 9:10 a.m.**  |  Opening Keynote: The State of EHRs: Where Does Your Voice Matter?  
                                    Reed Gelzer, MD, MPH
- **9:10 a.m. - 9:40 a.m.**  |  Integrity Awards Presentation
- **9:00 a.m. - 4:15 p.m.**  |  Tabletop Exhibits Open
- **9:40 a.m. - 10:00 a.m.**  |  Complimentary Beverages & Visit with Exhibitors

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<th>Track 1: Game Changers</th>
<th>Track 2: Learning Centers</th>
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| **10:05 a.m. - 11:05 a.m.** | Mixing and Managing Multigenerational Workforces (1 PD)  
                                    Evidence-Based Treatments for Combat-Related PTSD and TBI (1 CM) |
| **11:10 a.m. - 12:10 p.m.** | The Latest in QA Best Practices (1 MTT)  
                                   An Introduction to Clinical Informatics (1 TW) |
| **12:10 p.m. - 1:30 p.m.** | Lunch on Own: Cash Concessions & Visit with Exhibitors |
| **1:35 p.m. - 2:35 p.m.** | Are Medical Errors Really the Third Leading Cause of Death? (1 ML)  
                                    Virtual Scribes—The Next Frontier in Clinical Documentation (1 PD) |
| **2:40 p.m. - 3:40 p.m.** | The Odd Couple: Access/Restrictions in Health Care! (1 ML)  
                                    Real-Time Communication for Remote Workforces (1 PD) |
| **3:40 p.m. - 4:10 p.m.** | Complimentary Beverages & Visit with Exhibitors |
| **4:15 p.m. - 5:15 p.m.** | Elements of a Successful Compliance Program (1 ML)  
                                    Ten 4 Ten: 10 Tips and Techniques for Using Windows 10 (1 TW or 1 MTT) |
| **5:20 p.m. - 6:00 p.m.** | District Meet and Greets |

### Evening
- **Free (no planned events)**

*Schedule current as of 5/4/2017 and is subject to change*
Schedule at a Glance

Saturday, July 15

7:00 a.m. - 3:30 p.m.  Registration Open

7:00 a.m. - 8:00 a.m.  Complimentary Coffee, Breakfast Cash Concessions

7:15 a.m. - 8:15 a.m.  EARLY RISER BONUS SESSION
                      Keep an Open Mind: Understanding Mental Health (1 CM)

8:20 a.m. - 9:50 a.m.  President’s Address and Keynote: Document and Data Integrity Issues in the EHR,
                      Darice Grzybowski, MA, RHIA, FAHIMA (1 ML)

9:30 a.m. - 1:45 p.m.  Tabletop Exhibits Open

9:50 a.m. - 10:05 a.m.  Complimentary Beverages & Visit with Exhibitors

10:10 a.m. - 11:10 a.m. Track 1: Game Changers  Track 2: Learning Centers
                        PrEP: Changing the Landscape of HIV (1 CM)

11:15 a.m. - 12:15 p.m. T3 Summit: Trend Chasers (Session 1)  (1 PD)
                        SR Editing—Fun Ways to Sharpen Your Mind and Active Listening Skills (1 MTT)

12:15 p.m. - 1:45 p.m.  Lunch: Cash Concessions & Visit with Exhibitors

1:50 p.m. - 2:50 p.m.  T3 Summit: Trend Setters (Session 2)  (1 PD)
                        Patient Portals and HIEs: Useful for Behavioral Health? (1 TW)

2:55 p.m. - 4:10 p.m.  President-elect’s Address and Closing Keynote: The Rise of the Superbug: Antibiotic-
                      Resistant Bacteria, Karl Klose, PhD

Continuing Education Credits

AHDI’s Healthcare Documentation Integrity Conference has been pre-approved for CMT and CHDS continuing education credits. Please see the session descriptions for details and use the following key:

- CM - Clinical Medicine
- CoM - Complementary Medicine
- ML - Medicolegal Issues
- MTT - Medical Transcription Tools
- PD - Professional Development
- TW - Technology and the Workplace

Schedule current as of 5/04/17 and is subject to change
Hotel & Travel

Where to Stay

Hilton Palacio Del Rio
200 South Alamo Street
San Antonio, TX 78205
Tel: 210-222-1400

AHDI's Conference headquarters will be at the Hilton Palacio Del Rio in downtown San Antonio, Texas. The hotel is in the heart of the city within walking distance to restaurants and shopping or a short drive to local attractions.

The discounted room rate for AHDI’s Conference attendees is $149.00 per night plus tax, single or double occupancy. Triple occupancy is $174.00 per night plus tax; and quadruple occupancy is $199.00 per night plus tax.

The reservation deadline to receive the AHDI discounted rate is June 20, 2017. Reservations requested after June 20, may not be available at the group discounted rate.

Flying to San Antonio

San Antonio International Airport (SAT) is approximately 8 miles (20 minutes) from the Hilton Palacio Del Rio.

Airport Transportation

Super Shuttle is San Antonio International Airport’s authorized and single shared-ride shuttle service. Shuttles depart from 7 a.m. to 1:30 a.m. daily to downtown hotels every 15 minutes. Passengers may purchase tickets at the airport’s baggage claim area. Super Shuttle is $34 round trip. Taxi service is also available.

San Antonio Weather

The average weather in July is a high of 95°F with lows around 74°F. Meeting rooms tend to be chilly, so bring a sweater or light jacket.
Networking & Fun

Welcome Reception
Thursday, July 13, 5:30 - 7:00 p.m.

Join fellow AHDI conference attendees for a great evening of networking and fun! This is the perfect way to kickoff your time at the AHDI Conference where you’ll meet fellow attendees, exhibitors, and volunteer leaders. The reception will include light hors d’oeuvres and there will be a cash bar. Your full registration includes a ticket to the Welcome Reception. Guest tickets may be purchased separately—see the registration form for details.

District Meet & Greets
Friday, July 14, 5:20 - 6:00 p.m.

As AHDI’s districts encompass several states and provinces, attendees can enjoy this dedicated time to meet with their District Director and other members from their district. It’s a great way to build your network and get a group of people together to explore San Antonio on Friday evening!

Things to Do in San Antonio
Friday evening, July 14

Looking to explore San Antonio during your stay? AHDI volunteers have researched options for you! Access the list of “things to do” on the AHDI website to start planning your trip.

Justify Your Attendance

We have prepared a Justification Toolkit to provide you with the resources you need to ask your employer or manager to support your attendance at AHDI’s Healthcare Documentation Integrity Conference.
Exhibit Directory

3M Health Information Systems
575 W. Murray Blvd.
Murray, UT 84123
Phone: 800-367-2447
Email: 3mhissales@mmm.com
Website: www.3Mhis.com

Arrendale-A+Network
20484 G Chartwell Center Drive
Cornelius, NC 28031
Contact: Pat Furlong
Phone: 704-895-8025
Email: patf@aaita.com
Website: www.aaita.com

CanScribe Career College ~ Sponsor
6538 Collins Avenue, Unit 612
Miami Beach, FL 33141
Contact: Colleen Chapman
Phone: 800-466-1535
Email: info@canscribe.com
Website: www.canscribe.com

Career Step
4692 N. 300 W., Suite 100
Provo, UT 84604
Contact: Ryan Ewer
Phone: 800-246-7837
Email: ryan.ewer@careerstep.com
Website: www.careerstep.com

Executive Communication Systems
1445 Donlon Street, Suite 1
Ventura, CA 93003
Contact: Thomas Wilkes
Phone: 805-644-9525
Email: sales@tvps.com
Website: www.TVPS.com

iData ~ Sponsor
204 Mayan Ter.
St. Augustine, FL 32080
Contact: Kendall Tant
Phone: 888-664-3282
Email: FLoffice@idatamedical.com
Website: www.idatamedical.com

iMedX, Inc.
3560 Lenox Road, Suite 3000
Atlanta, GA 30326
Contact: Mary Schmidt
Phone: 404-418-0096
Email: mschmidt@imedx.com
Website: www.imedx.com

InfraWare
19 S. 6th St., Suite 900
Terre Haute, IN 47807
Contact: Nick Mahurin
Phone: 877-235-7239
Email: sales@infraware.com
Website: www.infraware.com

M*Modal ~ PREMIER SPONSOR
5000 Meridian Blvd, Suite 200
Franklin, TN 37067
Phone: 800-233-30930
Email: solutions@mmodal.com
Website: www.mmodal.com

Nuance Communications ~ Sponsor
One Glenlake Parkway, Suite 800
Atlanta, GA 30328
Phone: 407-365-8884
Email: vallie.piloian@nuance.com
Website: www.nuance.com

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<th>Exhibit Setup</th>
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Conference Program Committee

The Conference Program Committee is comprised of a group of volunteers who offer their time and resources to find and secure presenters for all of the conference breakout sessions. We are honored to have such a dynamic group of professionals who worked tirelessly to develop an outstanding lineup of presenters.

Committee Member Volunteers

Daysha Weller, RHDS, AHDI-F, chair
Denise Allen, CMT
RuthAnne Darr, MS, CHDS, AHDI-F
Debi Dozier, CMT, AHDI-F
Pat Ireland, CMT, AHDI-F
Christy Peterson, MHIIM, RHIA, CCS, CHC, CHDS, AHDI-F
Lynette Shipp, RHIT, CHDS, AHDI-F

Thank You!
Friday Educational Sessions

Friday, July 14

Opening Session & Keynote: The State of EHRs: Where Does Your Voice Matter?

Reed D. Gelzer, MD, MPH
8:00 – 9:10 AM

Reed Gelzer, MD, MPH is Health IT Policy, EHR Specialist for Provider Resources, Inc. After 14 years in clinical practice and EHR support, Dr. Gelzer currently also serves HL7 EHR Standards development, the American Bar Association’s Health Law section, Sedona Conference WG on digital records retention and production, and Federal Agencies and patient care organizations.

Integrity Awards

Friday, July 14 from 9:10 - 9:40 a.m. (open to all attendees)

In support of AHDI’s professional programs, standards, and best practices, the Association’s annual awards program acknowledges the significant contributions of our members and other individuals and organizations that have made an impact on the healthcare documentation sector over the previous year. AHDI is proud to promote and honor those who have supported the professional practice standards and goals that AHDI has developed for advancing the profession and positioning this sector for continued relevance in the future of healthcare delivery.
Friday Educational Sessions

Evidence-Based Treatments for Combat-Related PTSD and TBI

Alan L. Peterson, PhD
10:05 – 11:05 AM
CEC: 1 CM

Since 2001, almost 3 million United States military service members have deployed to Iraq, Afghanistan, and surrounding areas. Combat-related posttraumatic stress disorder (PTSD) and traumatic brain injury (TBI) are the two most common “signature injuries” in service members and veterans who have deployed to the combat zone. Over the past 15 years, significant national resources have been dedicated to developing evidence-based interventions for combat-related PTSD and TBI. Unfortunately, the significant national interest in supporting our returning war veterans has led to the emergence of many pseudo-treatments—such as service dogs, wilderness retreats, and hyperbaric oxygen—that lack scientific evidence for their efficacy. With the limited national resources of the Department of Defense, the Veteran’s Administration, and other healthcare payers, it is essential that the limited available healthcare resources be reserved for those treatments with the greatest scientific and clinical evidence for their efficacy.

Learning Objectives

1. Understand the unique aspects of combat-related PTSD that are different from PTSD in civilian populations.
2. Describe the difference between mild (concussion), moderate, and severe TBI.
3. Describe evidence-based treatments for PTSD and TBI.
4. Identify those trauma-focused cognitive-behavioral therapies with the greatest scientific and clinical evidence for the treatment of PTSD.
5. Understand the limitations of current pharmacological approaches to the treatment of PTSD and TBI.

Alan Peterson is a professor of psychiatry at the University of Texas Health Science Center at San Antonio. He directs the STRONG STAR Consortium and the Consortium to Alleviate PTSD, the world’s largest research consortia targeting combat-related PTSD. He served 21 years on active duty in the military including three deployments. He has clinical and research expertise in the areas of PTSD, TBI, and comorbid conditions. He has published 7 books and over 150 scientific manuscripts. He and his colleagues have secured over $140 million in peer-reviewed research funding to for research in San Antonio, throughout Texas, and worldwide.

Mixing and Managing Multigenerational Workforces

Jeri L. George, M.Ed., SHRM-CP, PHR
10:05 – 11:05 AM
CEC: 1 PD

To provide insight into the defining differences between the 5 generations: Traditionalists, Baby Boomers, Generation X, Millennials/Generation Y, and Generation Z. Understanding the commonalities between the generations and their work styles affords HR professionals, directors, managers, and supervisors the opportunity to develop specific multi-generational management strategies.
Friday Educational Sessions

Learning Objectives
1. Explore and understand the commonalities among the 5 generations.
2. Outline and define the work styles of each generation.
3. Develop practical strategies for managing multigenerational work environments.

Jeri George is a motivated, personable HR professional with 16 years’ experience, an MA and BA degree, and multiple certifications. Presently, Jeri serves as the President-Elect on the Board of Directors for San Antonio Human Resource Management Association (SAHRMA) and is an active member of the Society for Human Resources Management (SHRM) and the Association for Talent & Development (ATD).

She is an accomplished public speaker and has presented on an array of HR topics for the Texas Diversity Council, ATD, SHRM, Coastal Bend Society for HR Management, SA Express News, Monster.com, Uvalde Consolidated ISD, and the South Texas HR Symposium.

An Introduction to Clinical Informatics

Angela Ross, DNP, MPH, PMP, PHCNS-BC, LTC (ret) U.S. Army
11:10 AM – 12:10 PM
CEC: 1 TW

As defined by the American Medical Informatics Association, the science of informatics drives innovation that is defining future approaches to information and knowledge management in clinical care. One area of informatics, clinical informatics, is the application of informatics and information technology to deliver healthcare services. Clinical informatics includes a wide range of topics to cover the process of clinical documentation through the use of applications and systems. Collaboration between healthcare documentation specialists and informaticists may contribute to greater quality of care and accuracy of documentation. During this discussion, the audience will gain a full understanding of the field of clinical informatics and benefits of collaboration between healthcare documentation specialists and informaticists.

Learning Objectives
1. Define clinical informatics.
2. Describe the role of the informaticist.
3. Identify three examples in which collaboration between healthcare documentation specialists and informaticists may improve clinical documentation.

Angela Ross joined UTHealth School of Biomedical Informatics (SBMI) on August 1, 2015, as an assistant professor of biomedical informatics. Her project interests include performance improvement; project management; system implementation; program and project evaluation; and policy development, teamwork, and workflow analysis. Ross served over 25 years in the Army Medical Department. Ross has held positions as chief medical information officer, acting chief of system service and design, and project manager for the Defense Health Agency. She is an informatics consultant and leader in the implementation and integration of clinical information technologies.
In Fall of 2016 a group was organized to review the 2010-2011 QA Best Practices toolkit along with the QA for Clinician-Created Documentation 2013. The toolkits have been reorganized and updated to reflect current practices and to combine the best of both. By doing so, it will be easier for the end-user to review their current program, make updates, and track progress using the Plan, Do, Act and Check action steps. The toolkit also contains tracking and scoring spreadsheets that can be used to meet your organizational needs.

Learning Objectives
1. Identify best practices for both HDS and Clinician-Created Documentation QA reviews.
2. Review your current program, identify issues, and update using the Plan, Do, Act and Check action steps.
3. Review toolkit for additional materials to enhance your program and to enhance your reporting to administration, HIM, etc.

Patricia (Patt) King is manager of HIM Transcription for Tucson Medical Center in Tucson, Arizona. Patt is experienced in all aspects of transcription, having served as a transcriptionist, independent contractor/business owner, speech editor, lead, trainer, quality assurance specialist, supervisor and manager over her 30+ years in the profession. Patt was involved in the creation of AHDI’s The Compensation Best Practices Toolkit in 2015, was co-chair of the Back-End Speech Recognition Implementation Best Practices Toolkit in 2016, and is currently the chair of AHDI’s Managers-Supervisors Alliance and co-chair for the QA Best Practices Task Force.
Friday Educational Sessions

Virtual Scribes—The Next Frontier in Clinical Documentation

Zach Taft
1:35 PM – 2:35 PM
CEC: 1 PD

There are increasing numbers of physicians who are facing burnout as clinical documentation demands and regulatory and cost pressures mount. More and more organizations are looking at employing scribes to address this epidemic. This need was acutely present in emergency department, but there is a growing need across the spectrum of healthcare delivery for the need of cost-effective scribes. Numbers of studies have shown that scribes can off-load significant aspects of the documentation in an EHR and in the process, can improve not only patient-physician interactions but also the bottom line, as physicians tend to see more patients. Physician satisfaction, patient satisfaction, and an increase in the bottom line revenue equals a win, win, win.

In this session, attendees will learn about the role of virtual scribes including key differences in the scribe workflow and work setting compared to that of a transcriptionist.

Learning Objectives
1. Describe the role of scribes.
2. Understand the virtual scribe workflow.
3. Hear how to become a scribe.
4. Learn how to be an effective scribe.
5. Understand how the role scribes play impacts the patient experience.

Zach Taft recently joined the M*Modal team as the business leader for the newly defined Virtual Physician Assistant team. He brings with him more than 10 years of Healthcare IT, Clinical Documentation, and EHR experience. Zach is a pioneer of the medical scribing industry; defining and creating one the first medical scribing programs back in his home town of Cincinnati, OH. His career includes developing clinical documentation programs at Partners Healthcare, University of North Carolina Health System, University of Michigan Health System, and many more.

Are Medical Errors Really the Third Leading Cause of Death in America?

Linda Best, MSW
1:35 – 2:35 PM
CEC: 1 ML

More than 250,000 Americans die each year from medical blunders and safety lapses, making fatal medical errors the third leading cause of death. This shocking statistic was recently reported in a BMJ report and has far-reaching impact for both clinicians and consumers. This session will review key factors about medical care gone wrong and the difficulties in capturing data on adverse medical events. It will highlight why we all should be concerned about the inadequate reporting of medical errors and how we can contribute toward identifying and preventing potentially fatal medical errors.
Friday Educational Sessions

Learning Objectives

1. Review how medical errors are defined.
2. Learn how a medical error may or may not be identified as a cause of death.
3. Understand issues that prevent the reporting of medical errors.
4. Learn specific steps to take as healthcare documentation specialists in reporting potential medical errors.
5. Learn tips for avoiding medical errors in your own care.

Linda Best worked in a multihospital healthcare system in upstate New York for 23 years managing numerous departments including medical records, discharge planning, utilization review, and registration. After leaving hospital administration, she became chief operating officer for a medical transcription company serving 125 accounts with 1,500 clinicians producing more than a million lines per month. Linda retired after 14 years and now serves on the board of directors of United Health Services Hospitals and UHS Home Care. She is Vice President of Tyrrell Software, LLC, providing subject matter expertise and customer support for TQAudit, a healthcare documentation quality management system.

Real-Time Communication for Remote Workforces

Jay Vance, CMT, CHP, AHDI-F
2:40—3:40 PM
CEC: 1 PD

More health information personnel are transitioning to at-home/remote working environments, presenting managers with new challenges unique to a remote workforce. This presentation will focus specifically on the potential pitfalls associated with managing a remote workforce with respect to maintaining effective and timely communication; examine the advantages and disadvantages of a real-time communication strategy; and describe the implementation and operation of a secure real-time messaging solution at a healthcare documentation service provider over the course of a year. Manager and practitioner attendees will come away from this presentation with practical information to help determine if a real-time communication strategy would be beneficial in their organization.

Learning Objectives

1. Identify challenges associated with managing a remote workforce specifically with regard to maintaining effective and timely communication.
2. Identify benefits and potential drawbacks of using real-time communication with a remote workforce.
3. Review case study of the implementation and use of real-time communication technology with a remote healthcare documentation workforce over the course of a year.

Jay Vance is Immediate Past President of the National Leadership Board of AHDI. He is currently Vice President of Operations for WahlScribe, LLC, a healthcare documentation services provider which has implemented a real-time messaging strategy. Jay is a recognized expert in the healthcare documentation field, having authored and been quoted in numerous trade journal articles on a variety of topics. He is a 16-year veteran of the industry with extensive experience in managing a remote workforce.
Friday Educational Sessions

The Odd Couple: Access/Restrictions in Health Care!

Susan M Lucci, RHIA, CHPS, CHDS, AHDI-F
2:40 – 3:40 PM
CEC: 1 ML

Hospitals and health systems across the country are faced with a growing list of demands on them that current resources are struggling to meet. Cybercrime is at an all-time high and expected to rise this year. Breaches through hacking and ransomware are difficult to prevent. Patients are becoming more involved in their care, which is a good thing, but how do you handle the downstream consequences when they want to restrict access or make big changes to the content of their reports? Business Associate agreements are complex and contain some high-liability content you may not have noticed. Corrective action plans enforced by the OCR are intrusive and expensive. Review of one current plan will bring this clearly into focus. This session will explore and examine many of these challenges and provide some practical solutions to implement today.

Learning Objectives
1. Describe the healthcare concerns surrounding complex compliance requirements.
2. Explain certain requirements of HIPAA that can create administrative burden as well as confusion.
3. Discuss patient safety concerns when access and amendments are being considered.
4. Identify business associate content language of which you may not be aware.
5. Outline the anatomy of a breach corrective action plan.
6. Summarize the issues and share practical solutions for consideration to minimize exposure.

Susan Lucci is a senior consultant and the chief privacy officer for Just Associates, Inc. Susan currently serves on AHIMA’s Privacy & Security Practice Council. She is a past national president of the Association for Healthcare Documentation Integrity (AHDI 2009-2010). Susan has recently completed the new revision of the AHDI HIPAA Compliance Guide & Quick Reference eBook (2017) and is a contributing author of the 2013 HIMSS Book, Implementing Information Security in Healthcare. Susan has written recent articles in “For The Record” (Jan 2017) and the Journal of AHIMA (Apr 2017). She is a graduate of St Petersburg College and the University of Cincinnati.

Ten 4 Ten: 10 Tips and Techniques for Using Windows 10

Laura Bryan, MT(ASCP), CHDS, AHDI-F
4:15 – 5:15 PM
CEC: 1 TW or 1 MTT

This session will introduce attendees to helpful tips for using Windows 10, including shortcuts, shortcut keys, and file management ideas. We will explore productivity enhancing features of the Task bar, Start menu, the Action Center, and Windows Explorer. Anyone using Windows 10 will find helpful tips for completing common tasks faster and easier. Join us for a fun hour of exploring the best of Windows 10.
Saturday Educational Sessions

Learning Objectives
1. Discover a collection of shortcuts using the Windows key.
2. Use Windows 10 Jump menus.
3. Easily access and back up your most important user files for MS Word.
4. Learn how to quickly open, close, and manage windows.
5. Customize and use the Action Center.

Laura Bryan has taught productivity tips and techniques for MS Word and Windows for 17 years. In addition to presenting at numerous association meetings at the local and national level, she has published four editions of MS Word for Healthcare Documentation as well as Technology for the Medical Transcriptionist. Laura’s work as a speaker and writer has focused on techniques for increasing productivity and accuracy. Laura and her husband Bob own MedEDocs, a healthcare documentation technology provider.

Elements of a Successful Compliance Program in Healthcare Documentation

Christine (Christy) Peterson, MHIIM, RHIA, CCS, CHC, CHDS, AHDIF
4:15 – 5:15 PM
CEC: 1 ML

This session will explain the seven essential elements of a good compliance program. This will be great information for independent contractors (ICs) as well as employees of facilities or employees/owners of medical transcription service organizations (MTSOS).

Learning Objectives
1. Name the seven essential elements to a compliance program.
2. Identify how each of the seven elements affect different transcription positions (employees, ICs, MTSOs, MTSO owners, etc.)
3. Recognize how an effective compliance program is important in their work arena.

Christy Peterson is a compliance officer for Conifer Health Solutions. She started her career as a transcriptionist, progressing to QA supervisor, and then moving into other health information management roles, including HIM director and privacy officer. Christy serves as the District 5 Director on the AHDI National Leadership Board.
Keep an Open Mind: Understanding Mental Health (Early Riser Bonus Session!)

Deb Albert, CHDS; Pat Bowen, CMT, AHDI-F
7:00 – 8:00 AM
CEC: 1 CM

Millions of Americans live with various types of mental illness and mental health problems such as social anxiety, obsessive-compulsive disorder, drug addiction, and personality disorders. Mental illness refers to a wide range of mental health conditions—disorders that affect mood, thinking, and behavior. One in 17 lives with a serious mental illness such as schizophrenia or bipolar disorder. Research suggests multiple linking causes, including a variety of genetic and environmental factors. Many people have mental health concerns from time to time, but a mental health concern becomes a mental illness when ongoing signs and symptoms cause frequent stress and affect the ability to function. As mental illness continues to affect such large numbers, healthcare documentation specialists will be transcribing more medical reports on mental health problems than ever before. It is imperative that healthcare documentation specialists and other healthcare professionals involved in the delivery of care be aware of the various mental health illnesses and treatment options available.

This presentation will provide an overview of the signs, symptoms, risk factors, causes, and treatment options for anxiety and panic disorders, bipolar disorder, depression, eating disorders, schizophrenia, and substance abuse and addiction.

Learning Objectives
1. Understand the challenges of mental illness experienced by society.
2. Recognize signs, symptoms, risk factors, and causes of common mental illnesses.
3. Identify treatment options for various mental disorders.

Deb Albert has been working in the healthcare documentation industry for over 12 years. She has transcribed medical reports for hospitals and clinics in Canada, the United States, and Britain. Deb has also held other positions in this industry including master medical editor, QA editor, instructor, team leader, and lead instructor. Deb is a member of AHDI Credentialing Commission for Healthcare Documentation and Educator’s Alliance committees, has co-hosted webinars, and has authored a number of articles for these committees. She is currently the team lead for CanScribe Career College and has held this position for three years.

Pat Bowen is a grader with CanScribe Career College, having also been a medical transcriptionist, instructor, business owner, QA manager, editor, and trainer over her career. Pat has been a member of AHDI since 1981 and has held numerous volunteer leadership positions at the local, state, and national levels.
Saturday Educational Sessions

Keynote: Document and Data Integrity Issues in the EHR

Darice Grzybowski, MA, RHIA, FAHIMA
8:20 – 9:50 AM
CEC: 1 ML

This presentation will discuss factors influencing document and data integrity of the patient records along with risks and issues being identified with automated documentation, such as copy and paste, pull forward data, and the use of speech recognition without adequate medical language specialist editing/auditing. The presenter will also emphasize the difference and the importance of legal health records through use of document management.

Darice Grzybowski, MA, RHIA, FAHIMA, has 35+ years of healthcare experience and is an RHIA who holds a master’s in clinical data management, is a Fellow of AHIMA and an Academy Approved ICD10-CM/PCS Trainer. In 2005 she founded and is President of H.I.Mentors - a consulting, software, and marketing firm.

Darice is a sought after national speaker and author in the health informatics community and winner of multiple awards including Advance Magazine’s Top Ten in 2010 health information professional. She has received the Chicago and Illinois HIM Distinguished Member Awards, and is a double award recipient of AHIMA’s National Triumph Award – once for the Advancement in the Computerization of Health Records and again in 2015 as the Triumph national Literary Legacy award winner for her book “Strategies for Electronic Document and Health Record Management.” She is pleased to talk with you about her passion for documentation and data integrity.

PrEP: Changing the Landscape of HIV

C. Junda Woo, MD, MPH
10:10 – 11:10 AM
CEC: 1 CM

This session will introduce, in layman’s terms, pre-exposure prophylaxis for HIV (PrEP)—explaining how it works, who can use it, barriers to use, and how those barriers can be overcome. PrEP can reduce new HIV infections by 70%, so eliminating HIV transmission (“Getting to Zero”) is now a real possibility. This session will provide relevant information for all healthcare documentation and allied healthcare audiences.

Learning Objectives
1. Understand CDC guidelines for PrEP use.
2. Know the epidemiology of HIV and potential impact of PrEP.
3. Understand barriers to PrEP use and some of the solutions.
4. Understand EHR changes that help create an LGBT-friendly healthcare center.
5. Know how to code for PrEP.
Saturday Educational Sessions

Junda Woo is Medical Director of the city-county health department in San Antonio, Texas, which is proud to offer PrEP. She has an MD from the State University of New York and a Masters’ in Public Health from the UT School of Public Health.


Laura Bryan, MT(ASCP), CHDS, AHDI-F; Susan Dooley, MHA, CMT, AHDI-F
10:10 – 11:10 AM
CEC: 1 MTT

AHDI has been diligently working on the latest edition of the Book of Style that is in step with the evolving nature of healthcare documentation. This session will introduce the latest edition of the Book of Style and will discuss changes to the book’s audience, scope, and content as well as the goals for the new edition.

Learning Objectives
2. Understand the rationale for expanding the Book of Style’s audience.
3. Discuss how the style guide is adapting to the evolving nature of healthcare documentation.
4. Discover new features and publication formats of the Book of Style.

Laura Bryan has served as the chair of the Book of Style 4th edition development team since October 2015. Laura’s previous work with standards and certification includes contributions to the 3rd edition of the Book of Style for Medical Transcription, chairperson of the Credentialing Development Team from 2011 to 2013, and lead editor on the RHDS and CHDS item-writing task force.

Susan Dooley has worked as a transcriptionist, a professor, and a freelance writer for medical coding publications. In 2015, Susan returned home to full-time hospital-based healthcare documentation, working as a quality assurance specialist at Florida Hospital in central Florida, her employer in the 1990s. Susan first became involved in AAMT components in the early 1980s, and she has continued to remain active ever since. As a volunteer, Susan has served AHDI in a variety of capacities, most recently as immediate past president of the National Leadership Board and currently serves in an at-large position on the Board. An enthusiastic speaker and writer on topics in healthcare documentation and health information, Susan is a strong advocate for the role of the HDS in helping ensure accurate, high-quality healthcare documentation.
Saturday Educational Sessions

Speech Recognition Editing—Fun Ways to Sharpen Your Mind and Active Listening Skills

Vallie Piloian, CHDS, AHDI-F
11:15 AM – 12:15 PM
CEC: 1 MTT

Speech editing is a completely different mindset that requires a sharp mind and fine-tuned active listening. We must listen for the intent of the dictator, be skeptical of the speech draft, and edit to what was dictated... all while pushing for productivity gains. While listening to difficult dictators (who may just as well be from another planet) and dealing with everyday life stressors, it’s easy to zone out and let your mind wander, if even for a minute. This is when critical errors can easily happen. This presentation will review interactive ways to help sharpen your mind and stay zoned in by improving your active listening skills.

Learning Objectives

1. Learn ways to enhance active listening skills.
2. Identify good brain-boosting activities to sharpen mindset.
3. Learn best practices to proofreading a document.
4. Discover what foods are known to improve memory.
5. Increase the use of mnemonic devices to recall information.

Vallie Piloian started out as a medical transcriptionist in 1996 and over the years served in many different roles within the industry. She is currently the senior manager of Learning and Development at Nuance. In her role at Nuance, she is fortunate to work with a great group of credentialed team members whose sole responsibility is to develop and distribute training content focused on improving skillset and technical training. She is a past president of AHDI and AHDI-Florida.
Saturday Educational Sessions

T3 Summit: The Road Ahead

Back by popular demand! Join us for the T3 Summit where our skilled moderator and facilitators will lead interactive group discussions to examine hot issues and identify potential solutions in healthcare documentation. This year we’re focusing on the road ahead—looking at the trends ranging from turn-around time to the impact of voice recognition technology.

T3 Summit: Trend Chasers (Session 1)

Patt King (Moderator)
11:15 AM – 12:15 PM
CEC: 1 PD

Join fellow attendees for this interactive session to express your viewpoint, discuss industry-related challenges, and brainstorm solutions for the following questions:

- **Turn-around Time:** What are you doing in response to the demand for shorter TATs?
- **Speech-to-Text Technology (BESR and FESR):** How has speech-to-text technology impacted the quality of your EHR and what actions are you taking?
- **Future/Evolving Roles:** How is your organization repurposing or retraining HDSs for other roles?

T3 Summit Facilitators

- **Sherry Martin, CMT,** Transcription Manager at Baptist Health
- **Joyce Smith,** Manager of Healthcare Documentation at Spectrum Health
- **Melissa Harper,** IT Manager at UC Health
- **Debbie Krapfl, RHIT, AHDI-F,** Client Development Executive at Nuance Healthcare

T3 Summit: Trend Setters (Session 2)

Patt King (Moderator)
1:50 PM – 2:50 PM
CEC: 1 PD

Join the Managers/Supervisors Alliance for a discussion with the facilitators from session 1 to review the ideas, challenges, and solutions on TAT, speech-to-text technology, and future/evolving roles.

Patricia (Patt) King is manager of HIM Transcription for Tucson Medical Center and TMC Healthcare in Tucson, Arizona. Patt has worked over 30 years in the field of medical transcription, with experience as a transcriptionist, speech editor, business owner, independent contractor, lead, quality assurance specialist, supervisor and manager. She serves as the 2016-2017 chair for the AHDI Managers-Supervisors Alliance (MSA) and is co-chair of the AHDI Business Alliance Task Force project focused on combining and updating AHDI’s Quality Assurance and Clinician-Created Documentation best practices. In 2015-2016, Patt co-chaired the Business Alliance Task Force in creating the Backend Speech Recognition Implementation Best Practices Tool Kit, and in 2014-2015 she was a member of the task force’s Compensation Best Practices Tool Kit.
Patient Portals and Health Information Exchanges: Useful for Behavioral Health?

Christine (Christy) Peterson, MHIIM, RHIA, CCS, CHC, CHDS, AHDIF
1:50 – 2:50 PM
CEC: 1 TW

This presentation will provide review of the speaker’s thesis project that analyzed if behavioral health patients would use patient portals and health information exchanges (HIEs). The speaker will explain what each of these tools are and how they are used as well as describe in detail the results of the survey conducted.

Learning Objectives
1. Know the difference between a patient portal and health information exchange (HIE) is and how they are used.
2. Identify outcomes of presented survey.
3. Identify shortfalls of presented survey.
4. Draw conclusions for personal work arena.

Christy Peterson is currently a compliance officer for Conifer Health Solutions. She started her career as a transcriptionist, progressing to QA supervisor, and then moving into other health information management roles, including HIM director and privacy officer. Christy serves as the District 5 Director on the AHDIF National Leadership Board.
Saturday Educational Sessions

Closing Keynote:

The Rise of the Superbugs: Antibiotic-Resistant Bacteria

Karl Klose, PhD
2:55 PM – 4:10 PM

Dr. Karl Klose is a professor of microbiology at the University of Texas San Antonio (UTSA). Dr. Klose received his Ph.D. in Microbiology at UC Berkeley and performed postdoctoral studies in microbial pathogenesis at Harvard Medical School. He was assistant professor in the department of Microbiology at the University of Texas Health Science Center in San Antonio (UTHSCSA). In 2004 Dr. Klose moved to UTSA and is the founder of the South Texas Center for Emerging Infectious Diseases, which consists of 18 infectious disease laboratories.

Dr. Klose’s research focuses on understanding bacterial pathogenesis, in order to develop effective vaccines and therapeutics. His laboratory studies Vibrio cholerae, the causative agent of the human diarrheal disease cholera. The Klose laboratory has characterized flagellar synthesis and its impact on the virulence of this bacterium. Klose also studies the virulence regulatory protein ToxT and how environmental conditions modulate its expression and activity. He additionally studies the potential bioweapon Francisella tularensis, which causes the disease tularemia. Klose’s laboratory demonstrated that F. tularensis encodes a Type VI-like secretion system that is required for intramacrophage replication and virulence. He is developing a tularemia vaccine that shows efficacy in multiple animal models, including non-human primates.

Klose is an author on more than 90 peer-reviewed publications, and has received funding from numerous sources, including NIH, DoD, SAAF, and Thrasher Fund. He was the President of the Texas Branch of the American Society for Microbiology (ASM), and has twice been a recipient of ASM Visiting Professorships. He received the 2002 Presidential Junior Research Scholar award at UTHSCSA and the 2009 President’s Distinguished Research Achievement Award at UTSA, and was elected a fellow of the American Academy of Microbiology in 2015.
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☐ Check if you are disabled and require special services. Please attach a written description of your needs. ☐ Check if you will be a first-time attendee.

Cancellation Policy: Refund requests must be submitted to AHDI in writing and a $75 administrative fee will apply. No refunds after June 22, 2017.

AHDI Full Conference Registration

Thursday - Saturday, July 13-15. Your full registration includes:

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<tr>
<th>Educational Sessions</th>
<th>AHDI Student or Postgraduate Members</th>
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* AHDI Individual Professional, Sustaining, and the two named representatives from Corporate and Educational Members are eligible for this rate.

Special Event Tickets

Welcome Reception Guest Tickets, Thursday, July 13

Tickets are required for guests accompanying conference attendees to the Thursday Reception.

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Payment Information

Payment by check, money order, or credit card is accepted (U.S. funds only) payable to AHDI. No purchase orders. Credit card payments accepted by phone: 800-982-2182, fax: 209-527-9633, or mail: 4120 Dale Rd., Suite J8-233, Modesto, CA 95356. Register online at www.ahdionline.org.

Select payment type: ☐ Check/Money Order ☐ Visa ☐ Mastercard ☐ American Express ☐ Discover

Credit Card Number: Exp. Date: 

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Register by June 22 to SAVE!

Register online at www.ahdionline.org/HDIC
“Excellent presentations. I was feeling discouraged but this inspired me to go back and continue to fight the good fight.”

“Overall, the best conference I’ve been to. Very appropriate topics for MTs today.”

“This was an amazing, wonderful, inspiring and motivating convention! Well done and thank you!”

“Love the direction the next meeting is going. Love the new collaborations with Joint Commission, AHIMA, HIMSS, etc.”

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