

## CCDS-O Certification Committee



**Tracy Boldt, RN, BSN, CCDS, CDIP**, is the System Manager of CDI for Essentia Health System. She has more than 15 years of health care experience, including nursing, administration, and consulting, specializing in hospital revenue cycle management. Specific to CDI, Tracy has led CDI engagements for clients representing small hospitals to larger integrated delivery networks (IDNs) with multi-site programs. She has successfully led CDI integration projects with interest in clinical documentation (inpatient and outpatient), and identifying process changes and workflow enhancement regarding how provider documentation is reflective of accurate patient care.



**Judy Dokken, MBA, CHDA, RHIT, CCS**, is revenue cycle manager for the Mayo Clinic in Rochester, MN. In this role she works with providers and coding staff to support quality documentation and code capture processes. After many years of facility and professional coding Dokken transitioned to working with providers on billing requirements including ICD-10 implementation. After ICD-10 implementation, she began work on Evaluation and Management (E/M) CPT documentation and coding. Later her role expanded to include risk scores, patient complexity, hierarchical condition categories (HCCs), and alternative payment models. Currently she supports the work of Mayo's outpatient clinical documentation integrity program.



**Tamara A. Hicks, RN, BSN, MHA, CCS, CCDS, ACM-RN**, is the Director of Clinical Documentation Excellence at Wake Forest Baptist Health in Winston-Salem, NC where she is responsible for the enterprise Clinical Documentation Excellence department at WFBH's five campuses. She was one of the original staff when WFBH rolled out its CDI program in 1999, and since then she has participated in expanding the program by adding all payer, severity of illness, risk of mortality, hospital acquired condition, and patient safety indicator reviews to the team's workflow. Most recently she has led the team through a restructuring and creation of the Department of Clinical Documentation Excellence as well as the creation of a new outpatient CDE team. Tamara holds a Diploma in Nursing from Watts School of Nursing in Durham, NC and graduated summa cum laude from Gardner-Webb University in Boiling Springs, NC with a Bachelor of Science degree in Nursing. She obtained a Masters in Health Administration from Pfeiffer University in Charlotte, NC. She has worked for WFBH for nearly 34 years, with 15 years of service as a staff nurse in the hospital's Intermediate Care Unit and nine years as Manager of Care Coordination. Tamara is also an AHIMA certified ICD-10-CM trainer and Six Sigma Green Belt. She is a member of American Case Management Association (ACMA), American Health Information Management Association (AHIMA), and ACDIS, where she served as a founding member of the ACDIS advisory board and the CCDS Certification Board. She was re-elected to serve on the ACDIS advisory board in 2016.



**Fran Jurcak, MSN, RN, CCDS**, has over 30 years' experience in the nursing profession and has spent the past ten years in CDI. She has utilized her clinical knowledge and experience to provide education, support process improvement, and report outcomes for CDI programs across the country. Currently she is employed at Iodine Software where she is the Vice President of Clinical Innovation and is responsible for clinical services and product development. Her goal is to support healthcare systems as they seek to ensure accurate reflection of care provided and resources consumed in patient care via clinical documentation and medical record processes. Jurcak has worked side by side with CDS staff, CDI leaders, and corporate

executives to develop workflows and processes that support positive outcomes demonstrating CDI program success. She received the 2017 ACDIS Achievement Award for CDI Professional Achievement and currently serves on the ACDIS CCDS certification board and the University of Michigan School of Nursing Alumni Board of Governors. Jurcak is the author of the *CCDS Exam Study Guide* and is recognized as a national speaker by ACDIS and has presented at many chapter conferences and HCPro web conferences.



**James Manz, MD**, is a consultant in spine and neurological surgery with the Mayo Clinic Health system NWWI. He services as Physician Chair of the Mayo Enterprise Outpatient CDI Subcommittee, Physician Vice Chair for the Mayo Enterprise Inpatient CDI Subcommittee, and Physician Advisor of the Mayo Clinic Problem List Stewardship Committee.



**Shannon E. McCall, RHIA, CCS, CCS-P, CPC, CPC-I, CEMC, CRC, CCDS**, is Director of HIM/Coding for HCPro in Middleton, MA. She directs all of HCPro's Certified Coder Boot Camp® programs. She is the developer of the Certified Coder Boot Camp®—Inpatient Version and the Evaluation and Management Boot Camp®. Most recently she collaborated with the CDI team to develop the Risk Adjustment Documentation and Coding Boot Camp®. As a consultant for HCPro, she works with hospitals, medical practices, and other healthcare providers on a wide range of coding-related issues with a particular focus on education, coding reviews, and audits. McCall has extensive experience with coding for both physician and hospital services. Prior to joining HCPro, she worked for a national medical practice management company, where her duties included serving as a client manager and an in-house coding trainer. She also previously worked for a national consulting firm focusing on hospital inpatient, outpatient, and ER services. McCall previously served on the Advisory Board ACDIS. She holds a Bachelor of Science in Health Information Administration from the Medical University of South Carolina.



**Karen Newhouser, RN, BSN, CCM, CCDS, CCS, CDIP**, is director of CDI education for MedPartners in Tampa, FL, where she has found her niche in education through writing, speaking, and personal engagement. Within multiple roles spanning a 40-year-career in critical care nursing, case management, and CDI, Newhouser has been resolute in her mission to set people up for success. Newhouser was honored as the 2015 CDI Professional of the Year by ACDIS and is a member of the ACDIS Advisory Board.



**Diana Ortiz, JD, RN, CDIP, CCDS**, is a CDI Product Owner for 3M Health Information Systems, Inc. Previously, she was the director for Ambulatory CDI at Ochsner Health System in New Orleans, Louisiana. Since joining Ochsner in 2013, her roles included serving as a project manager as well as inpatient CDI operations manager. During this time, she coordinated the implementation of computer-assisted coding and metrics reporting for the CDI department. Ortiz has a nursing background in both the emergency and the psychiatric setting, and HIM experience in hospital emergency facility coding and database management.



**Laurie Prescott, MSN, RN, CCDS, CDIP, CRC**, is the CDI Education Director for ACDIS in Middleton, MA. Prescott serves as a full-time instructor for the CDI Boot Camps as well as a subject matter expert. Prescott is a frequent speaker on HCPro/ACDIS webinars and is the author of the *CDI Specialists' Complete Training Guide*. Prescott started her nursing career in 1985 as a graduate of the University of Vermont School Of Nursing. Since that

time she has worked at a variety of organizations including academic, large and small community hospitals. She has worked in a number of nursing roles including as manager in the areas of medical/surgical, ICU, PACU and endoscopy. Her experience also includes specialization as a compliance officer. She completed her MSN with a focus in nursing education at the University of Phoenix and taught nursing as an adjunct instructor to ADN students. She continued her focus of nursing education in various roles. In 2007, Prescott left this role to develop and implement a CDI program and remained in this role until joining ACDIS in August of 2013.



**Jessica M. Vaughn RN, BSN, CCDS**, is the Manager of Outpatient Clinical Documentation Excellence at Wake Forest Baptist Health (WFBH) in Winston-Salem, NC where she is responsible for leading the Outpatient Clinical Documentation Excellence team for WFBH's Network Physicians, consisting of 127 ambulatory locations and 317 providers. She has experience as an inpatient clinical documentation specialist and as a clinical documentation compliance coordinator, where she was instrumental in creating a collaborative approach with both quality and coding departments to institutionalize a workflow for accurate reporting of hospital acquired conditions and patient safety indicators. Jessica was the recipient of the 2016 ACDIS Recognition of CDI Professional Achievement award. Over the past three years, she has helped create and structure processes for the newly formed Outpatient CDE team. Jessica holds an Associate's Degree in Nursing from Surry Community College in Dobson, NC and graduated with President's Honors from Chamberlain University in Addison, IL, with a Bachelor of Science in Nursing. She is a member of Sigma Theta Tau International Honor Society of Nursing and will obtain her Master's Degree in Nursing - Executive Leadership in the summer of 2018. She has worked for WFBH for nearly 21 years, with a combined 16 years of nursing service at the bedside in hematology and oncology acute care and in labor and delivery/GYN surgery at Northern Hospital of Surry County, in Mount Airy, NC. She has also held certifications in oncology, chemo and bio therapy, as well as the AHIMA approved ICD-10-CM/PCS trainer. She is an active member of both North Carolina and National ACDIS.



**Yvonne Whitley RN, BSN, CPC, CRC, CDEO**, is the Manager for the Novant Health Ambulatory Clinical Documentation Improvement team. She was one of the first clinical documentation specialists tasked with creating this new department for Novant Health's Medical Group in Sept 2013, as well as building one of the first ambulatory CDI programs in the country. She now leads a very robust team that supports much of Novant Health's Medical Group of over 530 physician locations and over 2500 providers. Whitley obtained her BSN from the University of Maryland at Baltimore. She has been with Novant Health for the last 20 years and comes from a nursing background with 30 years in critical care, trauma and open heart ICU's. She also has experience as a clinical research coordinator for drug and device trials. She has the following certifications through AAPC: CPC (Certified Professional Coder), CRC (Certified Risk Adjustment Coder) and CDEO (Certified Documentation Expert-Outpatient).



**Michelle M. Wiczorek, RHIT, RN, CPHQ**, is Senior Manager of DHG Healthcare. She combines 30 years of healthcare knowledge as a clinician, with subject matter expertise in CDI, HIM, and clinical quality in her role as leader of Clinical Documentation Integrity Services at DHG Healthcare. Michelle has served in leadership roles in Critical Care Nursing, Health Information Management, Utilization Review, Clinical Quality, and Information Technology and has practiced in acute, outpatient and managed care settings. She has extensive experience in software development and IT product management, including holding a US patent in Natural Language Processing clinical rules logic as a result of her work in developing a CDI software program with a national IT vendor. Michelle is active in professional

organizations, and is presently an appointee to the CDI Practice Council of the American Health Information Management Association (AHIMA), and was recognized by her peers with the Distinguished Member Award by the Pennsylvania HIMA in 2016. Michelle is a sought after author and speaker on topics such as electronic health records, CDI, risk adjustment and clinical quality. She has presented webinars for ACDIS, AHIMA and the American Hospital Association. She has contributed to publications such as the CDI Journal (ACDIS), the Journal of AHIMA, and is presently on the Editorial Board of ICD10 Monitor. Michelle is based in Western Pennsylvania and travels nationally leading consulting engagements to deploy best practice tools and methodologies for clinical documentation, risk adjustment and revenue integrity.