



## ACDIS Leadership Council February Meeting Agenda

**Date:** Friday, February 11, 2-3:10 p.m. eastern

**Location:** GoToWebinar virtual meeting. Claim your spot:

<https://register.gotowebinar.com/#register/8476846938105185296>

*In addition to submitting questions and comments in advance at the above link, meeting participants can contribute to the conversation in real time via the GoToWebinar chat pod. We'll pause to address chat-pod feedback after each major agenda item.*

*Unable to attend? Register anyway to share your agenda questions and comments for potential inclusion in the discussion. Following the live meeting, on-demand materials, including the recording and slide deck, will be published to the "[Council Resources](#)" area of ACDIS site. Members will be alerted by email once materials are available.*

### Moderator:

- Linnea Archibald, ACDIS associate editorial director and Council membership manager

### Panelists:

- Kaitlyn Crowther, RHIA, chief product owner at 3M Health Information Systems in Pittsburgh, Pennsylvania
- Tami Gomez, CCS, CCDS, CDIP, CDI director at UC Davis Health in Sacramento, California
- Jessica Risner, BSN, RN, CCDS, director of CDI at Banner Health in Phoenix, Arizona

### Agenda:

- **Item 1:** Council updates and reminders.
- **Item 2:** Council member panel discussion on survey findings related to physician engagement and moving CDI "upstream."
- **Item 3:** Wrap up, on-demand material instructions, and CEU information.

*Agenda and speakers subject to change.*

### Discussion synopsis:

## ACDIS Leadership Council Meeting

Friday, February 11, 2-3:10 p.m. eastern

Claim your spot [here](#).

- No matter how much the CDI industry grows, physician education and engagement remain one of the top concerns for CDI professionals. Without physician buy-in, even the most rigorous CDI efforts will be stymied. While the problem remains front and center, the tools at CDI teams' disposal to tackle engagement and education have multiplied. From physician-facing AI solutions and other technology, to expanded educator roles, to sophisticated physician advisor programs, today's CDI leaders leverage a multitude of methods to improve physician education and engagement.

In our recent CDI Leadership Council survey, sponsored by 3M Health Information Systems, we delve into the ways CDI leaders are moving the physician engagement in document integrity "upstream," closer to physicians' real-time documentation practices. During today's panel discussion, we'll take a closer look at the survey data and discuss how real-life CDI leaders implement educational methods and engage physicians in new and innovative ways.

### In this session, the ACDIS Leadership Council panelists will explore the following topic areas:

- Introduction of panelists
- Overview of survey respondent demographics
- Panel discussion:
  - Choosing who conducts physician education
  - Selecting the most effective education methods
  - Engaging physicians in CAPD technology
  - Rolling out new education to physicians
  - Choosing and implementing the right physician-facing AI technology
- Panelist Q&A

### In this session, Leadership Council panelists will explore the following questions:

- According to nearly 57% of our respondents, the CDI specialists themselves provide physician education, followed by 52.61% who said their physician advisor/champion provides education, and 51.66% who said their manager conducts education. A few of the "other" responses said that they had a subset of the CDI team who conducts education.
  - *Who conducts physician education for your CDI team? Why did you choose this method? What pros and cons do you see from using this method?*
  - *In general, do you feel physicians respond more favorably when certain people/groups conduct education than when others do so? Why do you think this is the case?*
- Most respondents said that they use concurrent CDI queries as part of the physician engagement and education strategy. Tip cards/written material, peer-to-peer education, virtual group education, one-on-one education, and retrospective queries also all rated highly. These results show us just the vast myriad of educational efforts CDI teams are undertaking to get their message out.
  - *Do you see queries as an effective physician education tool? Why or why not? Do they need to be combined with other methods or can they truly stand alone as the primary method in your opinion?*
  - *Many of the "other" responses mentioned that their physician education methodology is in flux due to the lingering effects of the COVID-19 pandemic and the resulting shift to*

**Questions?** Email Associate Editorial Director Linnea Archibald at [larchibald@acdis.org](mailto:larchibald@acdis.org).

## ACDIS Leadership Council Meeting

Friday, February 11, 2-3:10 p.m. eastern

Claim your spot [here](#).

*remote work. How has your approach shifted over the last couple of years? What methods that maybe weren't effective pre-2020 do you rely on now?*

- Excluding those who don't have computer-assisted physician documentation (CAPD) in place, most respondents said that their physicians don't have a strong opinion about the CAPD technology they have in place or that they feel it's helped them document more efficiently/quickly. Among those who answered "other," many said that they were early in the implementation process, a few said that physicians turned off the feature because they felt it was intrusive, and one commented that the problematic documenters were *also* noncompliant with the CAPD.
  - *If you have CAPD technology in place, how have your physicians responded? If they've expressed concern about the technology, how have you addressed those concerns? Have you noticed any patterns among physicians who are receptive and those who may be more resistant?*
  - *Obviously, new technology doesn't just impact physicians (even if it's physician-facing). How have your CDI team members responded to the addition of CAPD technology? How have you responded to and taken their feedback into account?*
- According to survey respondents, the most effective method for rolling out education to physicians is to go service line by service line with 25.59% saying it's highly effective and 36.49% saying it's effective. The least adopted method was mandatory education with 69% saying they do not use the method at all.
  - *Going service line by service line is a rather old idea for rolling out physician education, yet it remains popular and effective. Why do you think this method works so well as opposed to other methods? What tactics have worked well for you in the past?*
  - *Though mandatory education isn't rated as very effective, sometimes a message needs to be spread. How do you disseminate necessary information to all physicians without making it required? How do you approach physicians who are particularly reluctant to listen to CDI education?*
- When it comes to choosing and implementing physician-facing AI, respondents reported that the most important factor is compatibility with existing systems and software (67.30%), followed by customizability (46.45%), ongoing vendor support (41.13%), and physician feedback/requests (42.18%). Just over 39% rated cost and budget constraints as a 5 and 44.08% rated it a 4. Some of the other responses included the ability to build reports, the time required to customize the system, and accuracy and compliance.
  - *When you're looking at choosing/implementing these types of solutions, what factors sway your decision-making the most? How do you balance the needs of the CDI department against the requests and suggestions from the physicians who will be using the tool?*
  - *Compatibility and customization are two big decision factors when selecting new technology. What questions can leaders ask potential vendors to determine whether the technology will fit their needs in these areas? In your opinion, should an organization's IT department be involved with these discussions from the beginning or after the product has been selected?*

**Questions?** Email Associate Editorial Director Linnea Archibald at [larchibald@acdis.org](mailto:larchibald@acdis.org).

**ACDIS Leadership Council Meeting**

Friday, February 11, 2-3:10 p.m. eastern

Claim your spot [here](#).