



Community Meeting

June 3, 2022

Presenter: Council Leadership



Linnea Archibald

ACDIS Associate Editorial Director,
Publications & Membership

Linnea Archibald oversees the management and strategic development of the ACDIS Leadership Council, including membership recruitment and engagement, and day-to-day offerings. Archibald is responsible for the strategic planning of ACDIS' publications, including the *CDI Journal* and *CDI Strategies*. She works closely with ACDIS' boards and committees and is responsible for the maintenance and management of the ACDIS Scholarship program.

Additionally, she oversees ACDIS' social media presence and the *ACDIS Podcast*.

Agenda

- Reminder of Council benefits, meeting structure, and upcoming opportunities
- Council member panel discussion focused on the Council results related to staff growth and bandwidth from the 2022 Leadership Council Research Series survey



Council Overview and Opportunities

Council benefits

- Entry to a members-only online community on the ACDIS website, accessible by using your existing ACDIS website login credentials. This access includes access to all the previous on-demand meeting recordings, a special Council member Forum thread, and articles specific for Council members
- Access to Council survey and research findings, plus the opportunity to submit questions for review and potential inclusion in future surveys
- Regular virtual meetings to unpack the latest Council research findings, swap leadership strategies and best practices, and discuss industry developments
- The CDI Leadership Insider (CLI), our official eNewsletter for Council members that goes out the second Monday of each month
- Special discounts on new ACDIS memberships and selected leadership offerings
- A membership email signature badge to show your Council membership on all your email correspondence
- Opportunities to earn ACDIS CCDS/CCDS-O continuing education credits

Council participation requirements

- Council members must participate in 75% of the Council surveys in order to be eligible for automatic renewal in the next year
 - Surveys will be sent via email and several reminders will be sent before the survey closes
 - In order to receive credit for the surveys, Council members must do the following
 - Complete their contact information; this is the only way we can track your participation concretely
 - Optional: When Council members complete the survey, they will receive a certificate of completion at the end of the survey. Council members are encouraged to save this certificate to their files as an additional verification point.

Council participation requirements, cont.

- Council surveys:
 - Please note that the surveys required to meet the participation requirements are NOT the same as the form members fill out to register for Council meetings
 - Most surveys will take roughly 10 minutes to complete and will be launched quarterly
- Council members must stay actively involved in the CDI profession and employed by a healthcare facility or system (as opposed to a consulting firm or vendor organization) for the duration of their term to remain eligible
 - If the circumstances of your role change, please contact Associate Editorial Director Linnea Archibald (larchibald@acdis.org) immediately.

Council meeting schedule

- Council meetings will take place the second Friday of each meeting month from 2-3:10 p.m. eastern. All Council meetings have been scheduled for the 2021/2022 term.
- Council members can register for any of these meetings by following the links on [the ACDIS website here](#).
- Linnea Archibald sent out calendar holds for all 2021/2022 meetings this week to mark the time on your calendars.
 - Note that topics and panelists will be chosen closer to the meeting dates; members can suggest meeting topics by [clicking here](#).
- Can't attend live? The meeting recording and materials will be made available within 24 hours of the live call date.

Council CEU opportunities

- Council members can earn ACDIS CCDS/CCDS-O CEUs by participating in a number of ways:
 - **Attend an ACDIS Leadership Council virtual community meeting:** The CEU will be emailed to all qualifying participants after the on-demand period has closed two weeks after the live call date. To qualify, Council members must either attend the full, live meeting, or view the full, on-demand meeting recording within two weeks of the meeting's live broadcast.
 - **Present on a CDI-related topic during a Council full-group virtual meeting:** Council members may claim 2 CEUs for each full-group virtual meeting in which they speak as a panelist or presenter. Note: these CEUs are in lieu of the 1 credit awarded to meeting attendees.
 - **Write for the CLI:** Council members may claim 0.5 CEUs per 350 published words of their original work featured in the CLI. Council members can submit an idea by [clicking here](#).

What's next?

- 6/13/22: Next issue of **CLI** hits your inbox
- Q3 2022
 - Our third Council survey is open until Monday, June 6. [Click here to respond!](#)
 - Apply to serve on an ACDIS committee by Thursday, June 30. [Click here to apply!](#)
 - BONUS: Register for the July 7, 2022, Council meeting on [the ACDIS website](#).
 - Register for the August 12, 2022, Council meeting on [the ACDIS website](#).
 - Reapplications/information confirmation for 2022/2023 term will open in summer 2022. Linnea will send out details when they're available!
- Go to the “Current Council Member Info” page on the ACDIS website for more updates. ([Link](#))

Community meeting reminders

- Earning CEUs for participating in live or on-demand shows
 - *Note: All participating Council members, whether they joined the meeting live or listened to the on-demand version, will receive their CEU AFTER the on-demand period closes (two weeks after the live broadcast date).*
 - Accessing 2021/2022 term on-demand materials
 - [October 8, 2021, meeting materials](#)
 - [December 10, 2021, meeting materials](#)
 - [February 11, 2022, meeting materials](#)
 - [April 8, 2022, meeting materials](#)
 - The 2020/2021 term on-demand materials can be found on [the Council resource page](#).
 - Email communications about meetings will generally come “from” Linnea Archibald. Reply to Linnea Archibald with any questions.
- >> Get the full rundown on community meetings: <https://acdis.org/acdis-leadership-council/full-group-meetings>

Tips for ensuring Council communications reach you

- When responding to meeting invites, surveys, and other Council opportunities:
 - Be consistent and accurate when entering your info (name and email address)
 - Use the same email address; double check for typos
 - Use your full name, not a nickname; double check for typos or inconsistencies (e.g., alternating between a space and a dash in a hyphenated last name)
- Email Linnea Archibald (larchibald@acdis.org) if your primary email address or any other key professional detail changes.
- Whitelist the CLI send address (acdis-lc@e.news.hcpro.com). Still having trouble?
 - Check the inboxes of any alternate email addresses you might have entered into early Council surveys—the primary email address we have on file for each Council member is where your CLI issue is going
 - Check your deleted items folder and spam filter to ensure CLI isn't getting trapped



Staff Bandwidth and Growth

A council member panel discussion

Today's Panelists



Kristine Green, MSN, RN
Vice president, Clinical documentation
Northwestern Memorial Healthcare
Chicago, Illinois



**Marlene Goodwin-Escola, RN, MSN,
CV-BC, NE-BC**
CDI director
Jupiter Medical Center
Jupiter, Florida



Joe Sciandra
Senior manager of consulting services,
HIS consulting operations
3M Health Information Systems
Cumming, Georgia

In its current state, do you feel that your CDI team is understaffed?

Option	Percentage
Yes, we're definitely understaffed	68.72%
No, we have the correct number of staff members	30.81%
No, we're currently overstaffed	0.47%

What are your hiring plans for 2022? Please select all that apply.

Option	Percentage
We have hired new staff recently and do not plan to hire more	18.96%
We have hired new staff recently and plan to hire more	43.60%
We have hired contract staff recently and do not plan to hire more	3.32%
We have hired contract staff recently and plan to hire more	4.47%
We have outsourced staff to supplement our needs	6.64%
We haven't hired recently, but plan to this year (2022)	15.17%
We haven't hired staff recently and have no plans to do so this year (2022)	15.64%
We will decrease our staff numbers this year (2022)	2.37%

How do you handle new staff education? Please select all that apply.

Option	Percentage
We developed an orientation program for all new staff in-house	81.52%
We use education provided through a vendor or consultant	38.39%
Our CDI educator works with each new staff member	40.28%
New hires shadow senior CDI staff members	62.09%
We have assigned preceptors in the department (rather than educators) who provide new staff education	41.71%
Other (please specify)	7.11%

Selected comments:

- Our CDI manager handles the education.
- We also use an ACDIS CDI Boot Camp.
- We have one-on-one education with the CDI manager along with case reviews.
- We have a resource nurse of the day following formal education through to completion of first year of CDI work.
- Our CDI educator has recorded virtual education videos for use with in-house and overseas staff.
- As the supervisor, I provide education and we have internal guidelines for them to review/learn from.
- Peer and system level education and support is provided with mentoring.
- Our CDI tool vendor provides one day of training on the software tool.
- I wish we had a vendor-developed training manual and/or course.
- We do assign preceptors, but after the initial orientation period.
- Remote onboarding is a challenge, but we're doing our best.

How has technology impacted the role of CDI professionals and the work they perform at your organization? Please select all that apply.

Option	Percentage
It's allowed us to perform more work remotely	87.68%
It's allowed us to see more charts per day (increased productivity without additional staff)	60.66%
It's helped identify "low-hanging fruit" documentation gaps so CDI staff can focus on more complex issues or expanded reviews	60.19%
It's increased our collaboration with other departments and roles such as coding, quality, and/or physicians	62.09%
It's helped us monitor and improve known documentation issues with high-volume DRG groups (such as neurosurgery or cardiology)	44.55%
It's freed up time to provide more physician education	13.27%
It's perceived by some CDI team members as a way of replacing their jobs rather than freeing them to focus on more complex issues	14.69%
It provided the ability to measure and show the impact/value of our CDI program	65.88%
Other (please specify)	4.27%

Selected comments:

- New software vendor is in our planning for this year.
- It's added steps and redundancy.
- Most of our impact reports are time intensive and manual. We're working toward better solutions.
- CDI staff have become more reliant on technology instead of making sure the DRG sounds correct.
- Increased our query outcomes: Response rate, agreement rate, and TAT.
- EHR and shared work queues have allowed more remote work and allows managers, educator, and coordinators to monitor activity and provide support that's more real-time.

How do you interact/collaborate with your CDI staff?

	Remotely	In-person	Both	Neither
Group meetings to discuss an educational topic	70.62%	2.84%	26.54%	0.00%
Group meetings to discuss KPIs	69.67%	1.90%	25.59%	2.84%
One-on-one meetings to discuss an educational topic	62.09%	4.27%	26.54%	7.11%
One-on-one meetings to discuss KPIs	59.72%	3.79%	25.59%	10.90%
Social gatherings (e.g., team lunches, etc.)	31.28%	18.01%	18.01%	32.70%
As needed messaging (e.g., through Microsoft Teams or a similar product)	72.04%	1.90%	21.80%	4.27%

Selected comments:

- We are fully remote due to COVID and aren't able to meet in-person at all.
- We have optional drop-in hours via Teams.
- We offer webinars and performance reviews remotely.
- Our program is 100% remote, and we have staff nationwide.

Questions?

- **Visit** Council community site: <https://acdis.org/acdis-leadership-council>
- **Contact** membership manager Linnea Archibald at larchibald@acdis.org

Following the live meeting, on-demand materials, including the recording and slide deck, will be published to the “[Council Meetings](#)” area of ACDIS site. Members will be alerted by email once materials are available.

Members who were unable to attend the live meeting will still be eligible for the CEU provided they watch the recording by Sunday, June 19, 2022.

CEUs will be sent out to both live and on-demand attendees on Monday, June 20, 2022.