

Wisconsin
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Health Information Link

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Fall 2001

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HIM Hot Topics

by Sandy Stevens-Berens, BS, RHIT

A panel of presenters from a variety of healthcare settings spoke on hot topics pertinent to their facilities.

Beth Malchetske, RHIA, Manager of Health Information and Security at ThedaCare in the Fox Valley area shared the excitement of their implementation of the electronic medical record. In addition to providing the ability to link knowledge bases, patient instructions, messaging between providers, scheduling and clinical outcome reporting via the EMR... ThedaCare is also piloting a program that will allow patients access to basic items such as prescription renewal, scheduling appointments and email communication with their healthcare providers. What's next for ThedaCare...??...What else... but building a full data warehouse with many data marts!

You've heard of ISP...how about ASP? ASP stands

for Application Service Provider. Sally Weber discussed the pros and cons of utilizing this technology to meet various HIM needs. Sally's experience with ASP related to the implementation of voice only dictation/transcription. The benefits she found included markedly reduced capital expenditures, long distance costs for remote transcriptionists were virtually eliminated, and the best part...the transition was invisible to the dictating docs!

The latest and greatest from AHIMA... Communities of Practice are here! Bobbi Tadwalt shared her enthusiasm for the Communities of Practice. Yet another opportunity to network and share information on-line with fellow HIM practitioners. Watch for AHIMA to formally introduce Communities of Practice at the Annual Convention.

Good things come from small facilities! Sue Griswold, Director of HIM at New London Community

Hospital shared her many experiences of joining the organization and immediately having to prepare for JCAHO at the same time she was implementing new computer and dictation systems. The true art of multi-tasking...not unfamiliar to most HIM professionals. Congratulations Sue!

Rapid redesign efforts within Affinity Medical Groups in the Appleton-Neenah-Oshkosh areas keep LeeAnn Spoehr, Manager of Health information on the move. Teams include representatives from all areas impacted and are aimed at expedient problem definition and resolution. Registration, scheduling, and transcription are a few of the targeted areas that have been redesigned and are experiencing good results.

Thank you to all the participants for sharing your projects and outcomes! u

Sandy Stevens-Berens facilitated the HIM Hot Topics session at the 2001 WHIMA Fall Conference

About WHIMA

The Wisconsin Health Information Management Association [WHIMA] is a component state association of the American Health Information Management Association [AHIMA]. WHIMA is the leadership organization and premier resource for the management of health records in Wisconsin. WHIMA has 5 regional associations and more than 1200 members working in hospitals, physician practice groups, nursing homes, vendor organizations, consulting firms, and government agencies.

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From the Editor

Happy fall!

I begin my editorial unlike any I've written before. Upon the aftermath of the terrorist attacks against the USA, I urge you to stand strong, both as American Citizens as well as Health Information Management Professionals. On behalf of the WHIMA Link, our thoughts and prayers go out to all of you affected by this terrible tragedy.



For those of you unable to attend the "HIM Hot Topics" presentation at the Fall Conference, please read our lead article. Some of the presenters have submitted a short paragraph summarizing their talk. Enjoy! Thank you "HIM Hot Topics" participants for your stories. Be sure to check out the summary from the Fall Conference as well.

In my last editorial I mentioned the prospect of a "paperless" Link. A poll taken at the Fall Conference was overwhelming. Seventy-nine out of eighty people agreed that the time is right to introduce the "Electronic Link". The fall issue will be your last paper copy you will receive. Beginning with the winter issue in February of 2002, you can view your Link on our web site. Be alert for further details.

Have you thought about being a part of the Link Team? We are always looking for new faces to join us. If you are interested, please feel free to contact me. I am also interested in mentoring a potential Link Editor. This is a very exciting role and not too complicated. It doesn't require much time and all of our correspondence and meetings are via e-mail and telephone. Why don't you consider this? Maybe some of you have been thinking about volunteering your services to WHIMA, but don't want a duty that takes up a lot of your time. This would be a perfect way for you to help WHIMA as well as networking with others in the association.

As always, feel free to call me at 920-755-2716 or e-mail at brenz4@juno.com with any ideas or suggestions. The next issue of the Link is due out in February of 2002 with a deadline for article submission of 1/10/02. Have a great fall and winter. I'll be talking to you again next year.

Brenda L. Koeppel, RHIT, CCS
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President's Message

By Chrisann Lemery, RHIA

Teamwork: Individually we are special; together we are spectacular. - Author unknown



www.ahimanet.org, you are missing a wealth of information.

Over the past weeks following the tragic events of September 11, we have seen teamwork at its finest in our country. When you hear the stories of the individuals who survived the destruction of the towers, more than once you heard of coworkers going down the stairwell together or strangers as a team walking "north" from the towers. In the pictures that will be forever in our history, we see a team of three firefighters raising the flag and a team of firefighters carrying their beloved chaplain. The rescue/recovery involved the teamwork of many experts of rescue, firefighting, law enforcement, military, laborers, health care professionals, and many others. The news coverage required teams of reporters and technicians to provide the story. On many programs, we saw family and friends of victims and survivors as teams attempt to locate their family member or friend. Sadly, for the victims' families their teamwork turned to sorrow. Each Flight 93 passenger was special as an individual but together they were spectacular in preventing another destructive act in our capital. The world and America, as a team, lit a candle, shared sadness, sang our national anthem, prayed, and showed patriotism to our country. I know the strength of our country's teamwork will destroy the evil teamwork of terrorists.

The events of September 11 affected WHIMA's Fall Conference. Speakers were unable to arrive due to the closing of airports. The teamwork of the Fall Conference team, Executive Office and MedLearn attempted to reach Thursday's registrants to determine if they wished to attend Thursday's sessions or attend a rescheduled October 31 Coding Workshop. Friday's speaker cancellation put into action teamwork in deciding how to deal with the vacant session. Thanks to Beth Malchetske, everyone attended the "Basics of HIPAA." The opening and closing sessions were appropriate considering the events of the week. Jean Jirovec reminded us the dash between the dates on a tombstone—that's our life—Live it! The program provided everyone with valuable information.

The WHIMA Board is an example of the teamwork of individuals making decisions in addressing association and health information issues. WHIMA along with WHA, HFMA, and various covered entities have formed a collaborative effort with its mission to include creating consistency among payers and providers regarding HIPAA implementation and develop a common HIPAA implementation vision. This non-profit organization will be known as HIPAA Collaborative of Wisconsin (HIPAA-COW). As an association, we have outgrown our existing office space so the decision to move the Executive Office to another suite in the same building was made. The Board reminds members that donations are being accepted to the Past President scholarship fund in memory of Karen Kohler. The Board appreciates those of you who updated your AHIMA profile to begin using the Communities of Practice. WHIMA was rewarded a monetary prize for the number of members updating. If you haven't accessed

The House of Delegates of AHIMA makes decisions affecting your profession. The issues of this year's House generated lively and passionate discussions. A new coding credential for entry level professionals was approved. The unnamed credential will demonstrate a new coder's expertise and distinguish the coder from noncredentialed coders and those who hold credentials from other organizations that do not require the higher level of expertise to earn AHIMA certification. The new credential will position AHIMA's CCS and CCS-P as the only advanced coding credentials. New credential maintenance requirements were approved that will take effect January 2002 or at the beginning of your new CE cycle. For CCSs or CCS-Ps, 20 CE credits must be earned during each two-year cycle. If you hold both, you need to earn 30 CE credits every two years. RHITs or RHIAs with the coding credential (s) will need to complete the AHIMA annual self-assessments. The third issue to be approved was a resolution for the Board of Directors to adopt an initiative to review and update the Conditions of Participation with JCAHO standards and work for the acceptance of the revisions. Participating as a delegate has been a privilege and an exciting experience contributing to the teamwork of the House in the decisions of AHIMA.

As Wisconsin's team of Health Information professionals, I hope you remembered to "Make Your Mark!" during National Health Information and Technology Week and will continue throughout the year. I hope you took time to "Celebrate" your contributions to making the world of healthcare a better place. I hope you will "Innovate" the many ways to take health information management to exciting new levels. Finally, I hope you will continue to "Educate" about the accomplishments we bring to healthcare. It's the team of Health Information professionals that make our health care entities excel!

Since September 11, I have been fortunate to travel to France and Florida. In France, many expressed their disbelief and condolences and that they were behind the U.S. More than once at the Miami meeting, conversations would be about the current affairs. We all have memories of where we were and what we were doing which will remain in our minds forever. As I was visiting Napoleon's tomb, his words seem to apply to the time: "There is no immortality but the memory that is left in the minds of men."

As we prepare for the holidays, we are all thankful for what we have and yes; September 11 has changed our lives but we have to have faith that each of us will use our specialness to create a team that will produce a more spectacular life for all of us in America. Enjoy the holidays!!!!u

Legislative News!

by Cathy Hansen, RHIA

Web Connection

To locate more information about WHIMA legislative information Go to www.legis.state.wi.us.

The announcement was made at the AHIMA National Convention on Monday, October 15th, that the CMS (formerly HCFA) announced that PROs must consider the physician query form with the rest of the medical record for purposes of DRG assignment. CMS will not be disseminating its own rules, but refers to AHIMA's Practice Brief, "Developing a Physician Query Process", for guidelines, which was published in the October issue of the Journal of AHIMA. The July 3rd Federal Register published an announcement of a Town Hall Meeting which was held on July 27 concerning the use of physician query forms. In January, HCFA directed PROs not to accept coding summary forms (physician query forms) as documentation in the medical record. This directive generated a great deal of public interest; thus, the Town Hall meeting to address concerns. WHIMA submitted a response to CMS concerning the use of such forms in health care records.

The Wisconsin Department of Health and Family Services (DHFS) announced earlier that they are ready to revise HFS 124 (Hospital Administrative Code). Theresa Eckman has agreed to be Team Leader, representing WHIMA on the revisions, with Debbie Buckman, RHIA, and Carla Ambrosius, RHIA, assisting with the project.

The issue of copy fees surfaced this past legislative session with the introduction of SB 71. Chrisann Lemery, WHIMA President, met last spring with the Wisconsin Bar, Trial Attorneys, AHIOS, and Representative Montgomery to determine language for copy fees. As introduced and passed by the legislature, the bill would have provided for uniform fees for all records requests governed by 146 and will be determined by DHFS through rule; 51.30 records were excluded. However, when the bill reached Governor McCallum's desk it was vetoed. As it is almost certain that this issue will rise again, WHIMA will continue to monitor and work closely with the above groups/individuals. Kathy Lindstrom, RHIT, is the Team Leader for the Policy and Legislative Team. Please let Kathy know if you are interested in serving on this team. She may be reached at 800-514-9204 or K_tigger2@hotmail.com.

During the AHIMA National Meeting in Miami, it was announced that the OIG will be releasing compliance guidelines for mental health facilities by the end of the year.

The Bureau of Health Information (BHI) sent out a survey to select hospitals this past summer concerning Phase II data collection for emergency room visits. WHIMA responded as well, with concern expressed about the usefulness of the data being collected as well as the cost of collection. Phase I data collection

for emergency room visits is scheduled to begin January 1, 2002.

The internet is a good place to find information on industry-related legislation and regulations. Some web sites to bookmark include: Bureau of Quality Assurance (BQA memos): www.dhfs.state.wi.us. Click on Regulation and Licensing, Health Care, and then the type of facility. The memos are located under Publications. Bureau of Health Information: www.badger.state.wi.us/agencies/oci/ohci. State Legislature information (including Wisconsin State Statutes): www.legis.state.wi.us.

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Coding Corner

Q:

I am looking for Outpatient Dialysis Coding Guidelines; I have been unsuccessful in my search. I have concerns as to the way that the claims are being coded. However, I have no proof to show our Patient Accounts Department. According to the Outpatient Coding Guidelines, for example, if a patient has End Stage Renal Disease due to hypertension it should be coded 403.91. However, when we use this code we receive denials on our claims.

A:

Document that you were told to comply with Payer Guidelines and keep it on file. UGS only reimburses Outpatient Dialysis claims with 585 as the primary diagnosis. Currently, the United Government Services (UGS) computer software isn't

set up to accept combination codes which are to be used according coding guidelines and coding clinic.

Karen Holzwarth, member of WHIMA Payment Guidelines Team, is currently working with UGS to get them to comply with the coding guidelines. At this time it is recommended to

code the diagnoses individually rather than using the combination codes.u

Editor's Note: If you have a coding question, E-mail your question to Sandy Bissen at sbissen@execpc.com or fax to (608) 787-0169. Lois Kelley and her staff at Dictaphone Healthcare Solutions will assist in answering one coding question in each Link.



HIPAA and Much More!

WHIMA 2001 Fall Conference

September 13 and 14 2001

By Mary Bolle, RHIA

The tragedy that struck the U.S. on September 11, 2001 affected travel for two

speakers. The Coding Workshop and The EMR as Web Service sessions were cancelled.

The opening session, "Surviving the Twenty-First Century" presented by Jean Jirovec, MS, MFT, Callier Clinic, Eau Claire, WI left the members energized, enthusiastic and better prepared for challenges at home and at work.

The energy, enthusiasm and challenges continued for the members as they participated in the educational

sessions. Mike Passow, New Horizons described how to design a web page, James Cope, MD, Medicare Part A and other health professionals presented an overall view of the Collaborative Efforts with Payers and Government Agencies. HIM Hot Topics were featured. Jim Embke, Special Services-HIM, Luther Midelfort, Beth Malchetske, RHIA, Sharon Gale, RHIA, and Deborah Neville, RHIA, CCS-P, CPC presented the challenges for HIPPA Basics, Privacy and Security, Wisconsin State Law, Transaction and Codes Sets.

John Zorbini presented a humorous look at a serious subject through "Everything Your Mother Told You and You Didn't Believe." The mem-

bers were left with a common sense approach to combating stress and incorporating those ways in our daily lives.u

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2. The eye easer. Close your eyes and place your ring fingers directly under your eyebrows, near the ridge of your nose. Slowly increase pressure for five seconds, then gently release. Repeat 2-3 times.
3. The shoulder saver. Place your left hand on the right side of your neck by your shoulder. Press fingers firmly into the muscle while tucking your chin in toward your chest. Exhale and hold for 10 seconds, release, then repeat on the left side.
4. The palm pleaser. Lace your fingers together, leaving thumbs free. Slowly kneed your left thumb into the palm of your right hand for 20-30 seconds. Then repeat on your left hands.

Source: TopHealth; The Health Promotion and Wellness Newsletter, Birmingham, AL

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HIM Marketplace

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Calendar of Events

February

February 28, 2002
Transcription Workshop
Wintergreen Resort
Wisconsin Dells, WI

For more information, contact Joan Campbell at 608-787-0168

March

March 4, 2002
**Applications Due for 2002
Scholarship Awards**

For an application form, go to www.whima.org or contact Joan Campbell at 608-787-0168

March 15, 2002
**Nominations Due for 2002
Leadership Awards**

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May

May 1-3, 2002
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September

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