



Health Information Management Maturity Model Journey to Transformation

nThrive Speakers Bureau // Sample Presentation





Agenda

- Gaining insights from the experiences of multiple HIM Departments
- Learning the challenges that affect the HIM profession
- Building key relationships within organizations
- Tracking meaningful metrics
- Lessons learned on the journey moving HIM forward to transformation

HIGH LEVEL ROADMAP





The roadmap outlines the steps to operationalize the HIM Maturity Model to advance from current operating level and ultimately achieve Level 4 “Value”.

Creation of
Maturity Model
and Metrics

Discovery
and Self
Assessment

Development of
Action Plans

Reporting and
Feedback

HIM Maturity Model	Level 0	Level 1	Level 2	Level 3	Level 4
	Chaotic	Reactive	Proactive	Service	Value
 People / Relationships	<ul style="list-style-type: none"> > No relationships with medical staff or departments > Ineffective department leadership/no leadership at all > Lack of education or cross training > Insufficient credentialed and skilled resources > Less than effective administration to drive -- no executive champion 	<ul style="list-style-type: none"> > Lacking resources > Communication breakdowns occur > People are surprised, unproductive, resentful of change 	<ul style="list-style-type: none"> > Continual education and knowledge sharing > Relationship building > Team building local and in remote environment > Visible, seeking out opportunities > Knowing our environment and organizational strategy -- "be at the table" 	<ul style="list-style-type: none"> > All colleagues that support the account have full understanding of service offerings > Actively engaged in cross department collaboration to propose and implement new solutions 	<ul style="list-style-type: none"> > Understand and anticipates customer needs > Being a partner looking ahead > Build relationships to leverage
 Process	<ul style="list-style-type: none"> > Information practices are out of compliance or non-existent > Uncoordinated and fragmented services > Work arounds and rework > Lack of policies 	<ul style="list-style-type: none"> > Issue resolution lacking -- creates disruption > "White water" problem solving no useful roadmap and plan > Lack of information sharing inside and outside of department walls > HIM out of the loop regarding organizational priorities 	<ul style="list-style-type: none"> > Services shifted from archival to concurrent > IM aligned to and impacting organizational priorities 	<ul style="list-style-type: none"> > Leverage leading practices -- lead not follow > Knowledge of best practices resources > HIM involved in payer and other information-based contracting > Scope of service is enterprise wide and beyond 	<ul style="list-style-type: none"> > Proactive and innovative > Leading in industry > Embedded in business units > Risk/reward contract > Constantly look at ways to innovate and improve to solve problems
 Metrics/Data	<ul style="list-style-type: none"> > Lack of metrics or data integrity 	<ul style="list-style-type: none"> > Looking backward with data -- historical 	<ul style="list-style-type: none"> > Data is descriptive > Understanding and recognizing the value of our services > Metrics shared with teams with target goals 	<ul style="list-style-type: none"> > Data is predictive > Metrics and analytics > Exceed KPIs -- looking forward to reset standards 	<ul style="list-style-type: none"> > Benchmarking and comparative data > Executive dashboard
 Technology	<ul style="list-style-type: none"> > Lack of technology > Processes are highly manual in nature 	<ul style="list-style-type: none"> > Not tech savvy/tech resistant and fearful > Limited technology 	<ul style="list-style-type: none"> > An IM automation roadmap > Understanding of available services and technology to determine what would be of value to organization 	<ul style="list-style-type: none"> > Optimizing technology > HIM involved in review of new initiatives and technologies 	<ul style="list-style-type: none"> > Technology to support all HIM operational areas is in place > HIM involved in leading technology initiatives

Alignment with HIM Maturity Model



People Relationships

Relationship Map expanded focus on CIO and Clinical Informatics

HIM roles of the future

Create skills matrix and creation of HIM content for education



Process

Shared Services Migration

MPI and Physician Attribution Integrity

Conduct inventory of data (IG)

Legal Health Record

Release of Information strategy



Technology

Patient Portal Experience

EMR Optimization

RCM Technology (edit management)

CAC



Metrics/Data

Standardization of metrics and data definitions

Implementation of Data Analytics tool

Automate internal productivity metrics

Creation of internal executive dashboard



From Patient-to-Payment,SM nThrive empowers
health care for every one in every community.[®]

To secure nThrive speakers, please contact speakers@nthrive.com