

“Moving Forward: Changes,
Challenges and Opportunities”

4th ANNUAL
Health
INFORMATION MANAGEMENT CONGRESS



هيئة الصحة
HEALTH AUTHORITY

AHIMA
Quality Healthcare Through
Quality Information

5TH – 6TH NOVEMBER, 2014 - INTERCONTINENTAL HOTEL, ABU DHABI - UAE

CONFERENCE BOOK

Organized by:

شركة الشرق الأوسط وشمال أفريقيا للمؤتمرات ذ.م.م.

mena CONFERENCE

the 1990s, the number of people who have been employed in the public sector has increased in all countries.

There are a number of reasons for the increase in public sector employment. One of the main reasons is the increasing demand for public services. As the population ages, there is a need for more social security, health care, and education. In addition, the demand for public services has increased in many other areas, such as transportation, housing, and environmental protection.

Another reason for the increase in public sector employment is the expansion of the public sector. In many countries, the public sector has expanded its role in the economy, leading to an increase in the number of public employees. This expansion has been driven by a variety of factors, including the need to provide social services, the desire to improve the quality of public services, and the need to address social and economic inequalities.

There are also a number of other factors that have contributed to the increase in public sector employment. For example, the growth of the public sector has been supported by increased government spending. In many countries, the government has increased its spending on social services, health care, and education, leading to an increase in the number of public employees.

In addition, the increase in public sector employment has been supported by a variety of other factors, including the need to address social and economic inequalities, the desire to improve the quality of public services, and the need to provide social services. These factors have all contributed to the growth of the public sector and the increase in the number of public employees.

There are a number of challenges associated with the increase in public sector employment. One of the main challenges is the need to ensure that the public sector is able to provide high-quality services. This requires a focus on improving the efficiency and effectiveness of public services, as well as on ensuring that public employees are well-trained and motivated.

Another challenge is the need to ensure that the public sector is able to attract and retain talent. This requires a focus on improving the working conditions and benefits of public employees, as well as on providing opportunities for professional development and advancement.

In addition, there are a number of other challenges associated with the increase in public sector employment. For example, the growth of the public sector has led to an increase in government spending, which has contributed to the rise in public debt in many countries. This has led to a need to find ways to reduce government spending and to improve the efficiency of public services.

There are a number of ways to address these challenges. One way is to focus on improving the efficiency and effectiveness of public services. This can be done by streamlining processes, reducing bureaucracy, and using technology to improve service delivery. Another way is to focus on improving the working conditions and benefits of public employees.

In addition, there are a number of other ways to address these challenges. For example, governments can focus on reducing public debt by increasing revenue and cutting spending. They can also focus on improving the quality of public services by investing in infrastructure and social services. Finally, governments can focus on improving the working conditions and benefits of public employees by providing opportunities for professional development and advancement.

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Welcome Message



Dear Colleagues and Esteemed Guests,

On the behalf of the organizing and the scientific Committee, It gives me great pleasure to welcome you to the “4th Annual HIM Conference: Moving Forward - Changes, Challenges & Opportunities” that is planned to be held at Intercontinental Hotel, Abu Dhabi, UAE on 5th and 6th of November, 2014.

Health Authority - Abu Dhabi (HAAD) with the support of the American Health Information Management Association (AHIMA) are very proud to once again give the region a platform for HIM discussions and learning.

This premier event will allow health information managers, data analyses, administrators, policy makes, insurers, clinicians, coders and vendors a much-needed platform to present, share, learn and discuss the latest findings in health information management in order to integrate healthcare information management and technology for medical service solutions.

The Organizing Committee is dedicated to showcase this worthwhile meeting as one of the biggest HIM summit ever witnessed in the UAE, with the best scientific deliberations, eminent speakers and a gathering of more than 200 delegates from the UAE and the region.

To make this a complete scientific experience, great care is being taken to design the plenary sessions and the topics, in consultation with a renowned international, regional and national faculty from the field of HIM.

All Conference attendees will acquire vital information on the regional evolutions of coding and coding systems, CDI, Accreditations, Confidentiality, Panel on ROI, Data Mining and Research, Emerging Technology, Education and Training and many more. Further to this, the Conference will provide networking opportunities for HIM professionals from the UAE and other Gulf countries, and an opportunity to meet with HIS/HIM solution vendors.

We believe this is an excellent forum and invaluable learning experience that will provide HIM professionals with the best of science and education on cutting edge, yet practical aspects of Health Information Management.

We hope you will enjoy the event and take away many valuable learning experiences that you can apply at your practice.

Michelea Peech CCS, CCS-P
Chair, Clinical Coding Steering Committee,
Health Authority Abu Dhabi



SUPPORTED BY:



هيئة الصحة
HEALTH AUTHORITY

The Health Authority – Abu Dhabi (HAAD) is the regulative body of the Healthcare Sector in the Emirate of Abu Dhabi and ensures excellence in Healthcare for the community by monitoring the health status of the population. HAAD defines the strategy for the health system; monitors and analyses the health status of the population and performance of the system. In addition HAAD shapes the regulatory framework for the health system, inspects against regulations, enforce standards and encourages adoption of world – class best practices and performance targets by all healthcare services providers in the Emirate.

HAAD also drives programs to increase awareness and adoption of healthy living standards among the residents of the Emirate of Abu Dhabi in addition to regulating scope of services, premiums and reimbursement rates of the health system in the Emirate of Abu Dhabi.



كليات التقنية العليا
HIGHER COLLEGES OF TECHNOLOGY

Founded in 1988, the Higher Colleges of Technology (HCT) is the largest higher educational institution in the UAE, having a well-respected reputation for innovative and hands-on, workplace relevant teaching and learning methodologies, which are based on the philosophy of Learning by Doing. Approximately 20,000 students attend 17 technology-enhanced men's and women's campuses in Abu Dhabi, Al Ain, Dubai, Fujairah, Madinat Zayed, Ras Al Khaimah, Ruwais and Sharjah; in an e-learning environment that encourages development of independent and life-long learning skills.

HCT offers many different, work-relevant, English-taught programmes in Applied Communication, Business, Computer & Information Science, Engineering Technology, Health Sciences and Education at various levels. HCT has established dynamic relationships with UAE and global companies, organizations and leading universities. All programmes are designed in consultation with business and industry leaders to ensure that the student skillset are job-relevant and to the highest standards. Graduates are highly sought after as they are capable of operating effectively in today's global business environment.

IN PARTNERSHIP WITH:



AHIMA is the world leader as a resource for health information management (HIM) education and accreditation, professional credentialing, standards-setting, policy-making and issue advocacy. That's why we are, across all news platforms, a reliable resource for accurate and timely information, informed commentary, dependable facts and transparent responses from expert sources in all areas of health information management.

In Middle East AHIMA Conference 2011 Abu Dhabi - UAE will draw HIM professionals from all areas of health informatics and information management for a week-long focus on HIM's global transformation. This one-stop meeting provides a comprehensive overview of current and emerging HIM issues and challenges.

Conference Objectives

- Discuss the necessity to enter accurate, complete and timely data
- Identify many and valued utilization purposes of healthcare data to all stakeholders
- Explain the necessity of correct clinical coding and documentation
- Review types, value, purpose and path for accreditation
- Apply new emerging technology in HIM
- Explore HIM and coder training and career opportunities.

Organizing Committee



Michelea Peech
AHIMA-Approved ICD 10 CM/PCS Trainer,
Chair -Clinical Coding Steering Committee
Health Authority Abu Dhabi, UAE



Dr. Subashnie Devkaran
Vice President ACHE Middle East & North Africa Group
Manager, Accreditation, QPSI, Cleveland Clinic,
Abu Dhabi - UAE



Dr. Samina Ashiq
Group Manager, Clinical Documentation Improvement and
Denials Management, Al Noor Hospital,
Abu Dhabi - UAE



Pamela Anne Gyles
Medical Record Specialist, Medical Record Department
Zayed Military Hospital,
Abu Dhabi -UAE



Susan Young
Clinical Support Consultant, Health Information Systems,
3M Gulf Ltd,
Abu Dhabi - UAE



Ann Louise Webster
Revenue Cycle Manager at Tawam Hospital,
SEHA,
Al Ain - UAE



Jameel Ahmed
HIM Manager, Ambulatory Healthcare Services,
SEHA,
Abu Dhabi - UAE



Fatima Al Baloushi
Operations Director, Operations Office,
Al Ain Hospital,
Al Ain - UAE



Dr. Phoebe Ramsis
Head of Medical Controlling,
Health Point,
Abu Dhabi - UAE



Jeffrey Bird
Cleveland Clinic Abu Dhabi
Abu Dhabi - UAE



Linda Jewell
Manager, Patient Financial Services,
Cleveland Clinic,
Abu Dhabi, UAE



Sunil Raj
Senior Integration & Standardization Specialist,
National Health Insurance Company, Daman,
Abu Dhabi - UAE



Emmanuel Sukanand
Assistant Manager - Provider Relations,
ADNIC,
Abu Dhabi - UAE



Lavanya Nagarajan
Asst. Manager Audit and Regulatory compliance
Claims Audit and Processing Department.
NAS Administration Services LLC



Sandra Chamberlain
Chief Clinical Officer,
Gulf HRA
Abu Dhabi - UAE



Sama Al Zaabi
A/Clinical Coding Manager,
SKMC
Abu Dhabi - UAE

Speakers' Biography



Michelea Peech

AHIMA-Approved ICD 10 CM/PCS Trainer,
 Chair -Clinical Coding Steering Committee
 Health Authority Abu Dhabi, UAE

Michelea Peech has worked in health information for nearly 15 years. She has received numerous accolades for her extensive coding and documentation trainings, has her own coding and documentation business, TrueCodes.com and is the Coding Consultant to the Health Authority of Abu Dhabi. In this capacity she is the Chairperson of the Clinical Coding Steering Committee which facilitates "optimal quality data for reimbursement and for informed, fact-based decision making, through the standardization of coding and DRG assignment practices in all Abu Dhabi Emirate healthcare organizations, based on international best-practice in coding and grouping processes."



Mollie Pillman, MS-HSM, MBA, RHIA

Senior Director, Strategy & Transformation
 American Health Information Management Association

As Senior Director of Strategy & Transformation at AHIMA, Mollie Pillman is responsible for developing and implementing strategic initiatives to support and promote HIM professionals around the globe. Her chief responsibilities include working with AHIMA's Board and staff on strategic planning, identifying new business opportunities, pursuing transformational alliances and fostering relationships domestically and internationally.

Mollie recently completed her MBA through DePaul University and previously earned a Master of Science in Health Systems Management at Rush University in Chicago. She is an AHIMA Registered Health Information Administrator (RHIA) and a certified Lean/Six Sigma Black Belt (CSSBB) through the American Society for Quality. She holds professional memberships in the American College of Healthcare Executives, the Association forum of Chicagoland, and the American Society of Association Executives.



Kathy Giannangelo

President
 Kathy Giannangelo Consulting LLC, USA

Kathy Giannangelo has a comprehensive background in the field of clinical terminologies, classification, and data standards with more than thirty years of experience in the health information management field. In addition to her consulting business, she is a map lead at the International Health Terminology Standards Development Organization where she provides expertise, support and consensus for the development, review and maintenance of mappings between SNOMED CT and other code systems.

As a coding specialist for the National Committee for Quality Assurance, her work focuses on the analysis of quality measures and assigning various vocabulary standards to value sets used in the measure criteria. She was on the American Health Information Management Association (AHIMA) Board as a director from 2010-2013.



Dr. Osama Elhassan

Head Of EHealth Section
 Dubai Health Authority, UAE

Dr. Osama Elhassan is the Head of eHealth section within Health Data & Information Analysis Dept. at Dubai Health Authority and Adjunct Assistant Professor at the e-School of Health and Environmental Studies at HBMSU. He obtained a PhD in software Engineering from University of Leicester and an MSc from Imperial College in UK. Prior to and during his doctoral work he spent 10 years serving multiple teaching and research positions in Middle East and UK universities. He developed an interest in Healthcare Information Systems during his PhD work which allowed him to play key roles in several healthcare authorities within Dubai after completing his research work.

Dr. Osama joined Dubai Health Authority in Oct. 2012 to take the responsibility of devising and executing DHA's e-Health vision and to further develop Dubai's Health Data Standardization initiatives. Before joining DHA, he worked for 3 years as a Senior Technical consultant in TECOM Investments where he was supervising IT operations within Dubai Healthcare City.

Speakers' Biography



Sarah Low
Community College, Qatar



Hussein Al Bishi
HIM & Clinical Coding Specialist Clinical Coding Center
Ministry of Health, Saudi Arabia

Hussein Al Bishi is Working closely with H.E the Vice Minister of Health for Planning & Development and the MOH Stakeholders in Establishing a modern Health Information Management Services Department based at the Ministry of Health to standardize HIM practices & oversee the ICD-10-AM, ACHI, ACS and AR-DRGs implementation in all MOH hospitals & primary care centers. Aiming to transform traditional medical records activities to professional HIM practices.

Participate in eHealth standards development activities.

Participate in Activity Based Funding pilot project.

Member of the ICD10 National Steering Committee

Member of the KSA National e-Health Standards Committee

Member of the Vocational Training Scientific Committee for HIM Curricula

Chair, ICD-10-AM/ACHI Training Committee

Chair, Medical Records Training Program

Guest Speaker at Universities, public health schools (health sciences) academic institutions and research based universities.

Certified Health Information Manager (CHIM) with 24 years of experience in health information systems & Management

Expert in ICD-10, ICD-10-AM & AR-DRGs

HIM & Coding Consultant



Dr. Fayeza Saif Nasir
Director of Quality Department
AHS-SEHA, Abu Dhabi, UAE

Dr. Fayeza Saif is a consultant family physician and the Quality Director at Ambulatory Healthcare Services, a division of Abu Dhabi Health Services Company (SEHA). She received her MBBS Degree from the College of Medicine and Health Sciences, UAE University. She completed her Arab Board Residency program in Family and Community Medicine in 2005 from Abu Dhabi. She also holds an Executive Master's degree in Healthcare Administration from Zayed University in affiliation with Houston Clear lake University & North Carolina University at Chapel Hill, USA. Dr. Fayeza has a 15 year experience in Clinical work. Besides her active role in clinical Quality and Patient Safety, she is a faculty and teaches at the Sheikh Khalifa Medical City Family Medicine Residency program in Abu Dhabi.



Jameel Ahmed
Health Information Management Manager
AHS-SEHA, Abu Dhabi, UAE

Jameel Ahmed is presently working as Health Information Management Manager at Ambulatory Healthcare Services, a division of Abu Dhabi Health Services Company (SEHA). He is working in SEHA facilities from more than 17 years in the field of HIM & Clinical Coding Department. He is an active member of AHIMA, and holds PG in HIM and MBA in Management of Information. He is also a Certified Coding Specialist (CCS) from AHIMA, as well as completed AHIMA-ICD 10 CM/PCS Training in USA.

Jameel has more than 23 years of HIM & Clinical Coding experience worked in Tertiary, Secondary as well as Ambulatory Healthcare Services of SEHA and established "Electronic Medical Records (EMR)" for Health Information Management Department & Clinical Coding of around 50+ healthcare facilities under SEHA Management.

Speakers' Biography



Selvakumar Swamy
HIM Manager
Primary Health Care Corp, Doha, Qatar

Mr. Selvakumar Swamy has 25 years' of experience in Health Information Management with majority of services involved in establishing, organizing health information Management section of hospitals in middle east, Oman, UAE & Qatar. During this period contributed in improving paper medical record system, supporting transition and managing EMR. Currently serves as Enterprise Health Information Manager of Primary Health Care Corporation, Qatar, and looking after HIM transition, clinical reporting & Clinical coding implementation across all the Health centers in Qatar. Associated member in AHIMA over 10 years and also member of HIMSS & IFHIMA.



Dr. Salem Alwahabi
CBAHI Chair
Central Board for Accreditation of Healthcare Institutions, Saudi Arabia

Dr. Salim Alwahabi, Chair, Saudi Central Board for Accreditation of Healthcare Institutions (CBAHI) HIM & Coding Consultant



Pamela Anne Gyles
Medical Records Specialist
Zayed Military Hospital, Abu Dhabi, UAE

Pamela is a health information management professional with 30-years' experience in all aspects of HIM, including medical transcription, coding, documentation, HIS and accreditation. She received her MSc in Health Informatics from the University of Sheffield, UK. Pamela has been working as the HIM Specialist at Zayed Military Hospital since 2007 where she is charged with meeting and maintaining JCI standards in the HIM Department. Her particular interests are in medical record documentation and confidentiality & security of patient information.



Dr. Samina Ashiq
Group Manager, CDI & Denial Management
Al Noor Hospital, Abu Dhabi, UAE

Dr. Samina Ashiq is an accomplished healthcare professional with 10 plus years of experience in the healthcare industry of UAE and USA as a Documentation integrity Specialist and Clinical Documentation Improvement Manager. Her major areas of focus are improving quality of clinical documentation, the accuracy of documentation and bridging revenue and clinical documentation. Dr. Samina has diverse experience from payers and providers that make her understand and interpret the complete concepts of both sides of the healthcare industry.

Dr. Samina has MBBS and MHA (Masters in Healthcare Administration) along with coding, audit and documentation certifications (CCA, CHA, and CCDS). Dr. Samina's result driven leadership style along with excellent interpersonal and communication skills has been a critical part in the success of a CDI program in AL Noor Hospital.

Speakers' Biography



Susan Young

Clinical Support Consultant, Health Information Systems,
3M Gulf Ltd,
Abu Dhabi - UAE

Susan Young, CHIM, CTR is a Health Information Management Professional with 24 years experience. Susan has held a variety of roles in HIM and Cancer Registry in Canada, Saudi Arabia and the United Arab Emirates, including corporate revenue cycle management, manager of cancer data/research in large teaching hospitals, administrative director of a national cancer registry as well as technical, supervisory and departmental management posts in HIM. Her major areas of interest have been data quality improvement and development of local talent for HIM and Cancer Registry. Currently Susan is 3M Gulf's Clinical Support Consultant, providing nosology and clinical support for 3M product implementations in the Gulf region and she is actively involved in Abu Dhabi's Clinical Coding Steering Committee.



Dr. Philipp Vetter

Director of Strategy
Orzone AB, Sweden

- Philipp Vetter is Director of Strategy at Orzone, a company dedicated to creating clinical capacity and capability with medical simulation technology and learning/performance assessment tools. He also acts as an adviser and investor in the health information/technology space with a focus on emerging markets
- half a decade as Director of Strategy at the Health Authority Abu Dhabi, looking to create information and incentive systems to sustainably improve healthcare in the context of mandatory health insurance
- Associate Principal with McKinsey & Co
- PhD in computational neuroscience from University College London



Jamal Masalama

Business Solutions Manager
OCSHI Solutions and Services, Dubai, UAE

As Senior Director of Strategy & Transformation at AHIMA, Mollie Pillman is responsible for developing and implementing strategic initiatives to support and promote HIM professionals around the globe. Her chief responsibilities include working with AHIMA's Board and staff on strategic planning, identifying new business opportunities, pursuing transformational alliances and fostering relationships domestically and internationally.

Mollie recently completed her MBA through DePaul University and previously earned a Master of Science in Health Systems Management at Rush University in Chicago. She is an AHIMA Registered Health Information Administrator (RHIA) and a certified Lean/Six Sigma Black Belt (CSSBB) through the American Society for Quality. She holds professional memberships in the American College of healthcare Executives, the Association forum of Chicagoland, and the American Society of Association Executives.



Jeremy Bonfina

Executive Vice President
HIMSS International, USA

Jeremy T. Bonfina is the Executive Vice President for HIMSS International, a non-profit, mission-driven association. Jeremy is responsible for the development of programs in Europe, the Middle East and Asia Pacific. Since joining HIMSS in 2007, he has grown HIMSS international through the establishment of HIMSS Analytics International which surveys over 2,500 hospitals and advises healthcare organizations on how IT supports the practice of evidence based medicine. Prior to joining HIMSS, Jeremy served as Intel Corporation's Worldwide Digital Health Policy Manager. While at Intel, he contributed to European Union developments on eHealth interoperability; facilitated advancement of a national EHR Standard in the People's Republic of China; supported approval for medical devices using WLAN/Bluetooth in Japan.

Before Intel, Jeremy served as an education policy analyst in the House of Commons in London, England. Upon returning to the United States, he represented the National Mining Association in Washington DC. Also in the nation's Capital, Jeremy was employed in the U.S Congress and worked to provide constituent services to the people of Ohio's 18th Congressional District and advocated for legislation favoring economic development. Jeremy is a graduate of The American University, Washington DC, where he graduated Magna Cum Laude with a Bachelors Degree in Political Science and where he was elected to the Phi Beta Kappa Society.

Speakers' Biography



Dr. Sami Alom
Chief Strategy Officer
Al Noor Hospitals Group Plc, Abu Dhabi, UAE

He is responsible for the strategy, planning, and business development of the group. He is also a member of the Private Health Sector committee of the Abu Dhabi Chamber of Commerce and Industry. Prior to joining Al Noor Hospital, Sami worked at The Johns Hopkins Hospital Department of Perioperative Services and Department of Anesthesia and Critical Care Medicine while he obtained his MPH and MBA from The Johns Hopkins University. At JHH, he developed a tool that used OR data to produce actionable reports that were used to change how OR time was allocated to surgeons to yield a higher utilization rate, and developed another tool that used data to measure the productivity of respiratory therapists across different shifts that was used to alter the staffing model.

Before that, he was a postdoctoral fellow at the Tissue Microfabrication Lab at the University of Pennsylvania. Sami obtained a PhD in Biomedical Engineering at the JHU School of Medicine. His thesis title was Investigating the differentiation of mesenchymal stem cells in 2D and 3D environments, and his work was published in Stem Cells.



Husein Reka
Manager, Health Insurance
Supreme Council of Health, Doha, Qatar

Husein Reka leads the Health Financing and Insurance Department at Qatar's Supreme Council of Health. The department focuses on developing policies and systems for efficient healthcare financing of the sector. A key project in his remit is the structuring and launching the ambitious social health insurance scheme in Qatar. After four years of groundwork and pre-launch planning, the National Health Insurance Scheme was successfully launched in the country in July 2013. The scheme will continue its rollout in stages until 2016 at which time, the entire population of Qatar will be provided coverage by the scheme. As part of the Scheme's prerequisites, he led the introduction of the legislative framework, mandatory coding system and the Minimum Data Set in the country, initiated the first methodological healthcare costing exercise and the establishment of the National Health Insurance Company.

Currently he is working on the establishment of the health insurance regulatory system in the country and building regulatory capacity as per the recently enacted legislative framework. He is also a Vice Chair of the Qatar National Clinical Coding Committee and a member of the National Health Strategy 2011-2015 Programme Steering Group. Prior to this position, Reka was the director at the Health Insurance Fund of Macedonia, responsible for international health insurance. In that role, he negotiated bilateral agreements on coordination of benefits with several countries including Austria, Germany, Turkey, Italy, the Czech Republic and Romania. He also played a key role in improving governance and accountability in Macedonia's health sector through the World Bank HSMP initiative. He also worked as a consultant focusing on health economics at a specialist consultancy in the UK. While there, he developed modelling and cost efficiency analysis for healthcare projects. Reka began his career as a manager of a pharmaceutical firm in Macedonia. Reka obtained degrees in Health Economics (University of York) and International Health Policy (London School of Economics) and is a qualified pharmacist. He also recently completed an MBA from the Imperial College, London.



Fatima Al Baloushi
Operations Director
Al Ain Hospital, Al Ain, UAE

Fatima Abdulla Al Baloushi, Operations Director of Al Ain Hospital in UAE, graduated with excellence and honor from the Health Information Management Program at the Higher College of Technology holding a Bachelor of Health Information Management. She immediately began work at the Primary Health Care Administration as the Head of Medical Records. Under her responsibility were 21 different Primary Health Care Centers throughout the UAE Eastern Region. In 2008 she joined Al Ain Hospital, one of the two major tertiary hospitals in the area, as the Senior Health Information Management Officer then moved up to the HIM Manager post. She was instrumental in the transition from a hard copy medical record to the current electronic medical record. She is also an active member in different UAE based committees for Health Information Management and coding such as the Health Sciences Program Advisory Committee for Higher Collages of Technology that looks into improving the HIM program curriculum.

Speakers' Biography



Khamis Al Alway
Advisor, Healthcare Policy and Standards
Health Authority Abu Dhabi, UAE

Khamis Al Alway is the Section Head of Healthcare Policy & Standards, Strategy, Health Authority, Abu Dhabi



Andrey Timoshkin
Head of Statistics and Modeling Strategy Department
Health Authority Abu Dhabi, UAE

Mr Andrey Timoshkin, Head of Statistics and Modelling at HAAD, drives a number of strategic initiatives to attract private investments in the health sector of the Emirate by enabling transparency and fair market regulation. Andrey's team provides analytics support for monitoring of health sector strategy implementation and regulates the information exchange within the health system. Working at HAAD Andrey published annual health statistics (www.haad.ae/statistics); launched an information exchange that handles over 20 million electronic transactions per year (www.shafafiya.org); implemented Knowledge Engine for Health data warehouse and enterprise data cube that enabled comprehensive analytics on over 950 parameters of market data; established data architecture that enabled real-time analytics for pharmacy benefits management; established business requirements and technical specifications for integration with National ID infrastructure to enable biometric authentication and unique identification of service users; implemented a number of changes to HAAD Data Standard that improved information exchange and quality of data.



Linda VanDijk
Director Intelligence
National Health Insurance Company (Daman), Abu Dhabi, UAE

Linda van Dijk is director Intelligence at Daman National Health Insurance Company. Since 2010, she has been responsible for Analytics, for Corporate Research & Development of medical decision making and Medical Quality Assurance. She has led strategic projects at Daman, such as implementation of health reforms such as the DRGs, and operational paradigm shifts, such as the Daman Rule Engine. She is currently programme leader of the prestigious "Daman Intelligence" program, which should transform Daman's information-driven decision-making leading to ultimate agility and efficiency.

Prior to joining Daman, Linda worked for 11 years as a management consultant in the healthcare arena, mainly at PricewaterhouseCoopers in Europe and the Middle East, with focus on strategy and performance improvement; including a national, multidimensional performance benchmark study under 500 home healthcare & nursing homes providers. Linda hold a Master of Science with honour in Molecular Immunology and a Master of Science with honour in Management Studies & Economics. She is also a certified Black Belt in Six Sigma.



Dr. Subashnie Devkaran
Vice President ACHE Middle East & North Africa Group Manager,
Accreditation, QPSI
Cleveland Clinic Abu Dhabi, UAE

Subashnie Devkaran is the Manager at Cleveland Clinic Abu Dhabi and is responsible for facilitating quality initiatives to ensure continual compliance with accreditation and regulatory standards. Her responsibilities include provision of organization-wide programs on quality and patient safety, Joint Commission International and Health Authority of Abu Dhabi standards, management of CCAD's Readiness Rounds program and CCAD's Electronic Policy and Procedure Manual. She has held several leadership positions, including Corporate Director of Quality and Patient Safety for the Al Noor Hospitals Group. Subashnie led various hospitals through Joint Commission International accreditation and reaccreditation, ISO certification, HAAD Inspections, FANR inspections, EHSMS certification etc. She is adept as an IRCA certified Lead Auditor and Internal auditor based on the Quality Management Systems of ISO 9001:2008 and OSHAS 18 000.

Being a lifelong learner, Subashnie graduated with a PhD from Edinburgh Business School, this year. She completed her Masters in Healthcare Management from the Royal College of Surgeons in Ireland and had earlier served as an associate lecturer with the University. Subashnie acquired her Bachelor's degree (Physical Therapy) in South Africa and has furthermore received recognition as CPHQ (Certified Professional in Healthcare Quality) from the Healthcare Quality Certification Board based in Washington D.C. She is also Board Certified in Healthcare Leadership and a Fellow of the American College of Healthcare Executives. Most recently, she has embraced the role of International Consultant with a leading international Healthcare Accreditation body. Subashnie regularly speaks at conferences and has published several research papers on healthcare quality. With a passion to reduce the knowledge gap on healthcare quality internationally, Dr. Subashnie continues to pursue research in these areas.

Speakers' Biography



Dr. Kathleen Meehan

Associate Dean, Division Health Sciences
Higher Colleges of Technology, Abu Dhabi, UAE

- Undergraduate degrees in Biomedical technology in 1987 and 1989
- Post School Education in 1991
- Masters degree in Genetic Susceptibility to Tuberculosis awarded Cum Laude in 1993
- Doctoral degree in Continuous Low Dose Exposure to Ionising Radiation on a Population of Bats in 2001.
- Technologist and Supervisor in clinical laboratory for thirteen years
- Joined the Faculty of Health Sciences at the Cape Technikon (becoming the Cape Peninsula University of Technology – CPUT) in 1996.
- Promoted to Senior Lecturer in 1998 and Associate Professor in 2005.
- August 2006, joined the HCT/CERT in Abu Dhabi, UAE becoming program coordinator of the Health Sciences programs at HCT/CERT, Abu Dhabi and curriculum leader for Medical laboratory Technology where she was instrumental in achieving international IBMS accreditation for the program.
- Became Department Chair for ADMC HCT/CERT in March 2010 and in February 2011 for ADWC as well.
- Associate Dean appointment, February 2012.
- Supervised 7 masters projects and has been awarded in excess of R2000000 in Research Funding.
- Active in a national as well as international research arena and won 8 awards for excellence in research, attended conferences and published research findings.
- Serves on the South African National Research Fund (NRF) review panel for research proposals.
- Represents HCT on Abu Dhabi Health Research Council, UAE Nursing and Midwifery Council (Education and Research committees) and Health Science PAC Abu Dhabi.



Patricia Gail Visosky

Faculty, Curriculum Leader
Higher College of Technology, Abu Dhabi, UAE

Ms. Visosky is an experienced health professional and educator, and is major contributor to health informatics in the UAE. Ms. Visosky has been a faculty member in the Health Science program at the Higher Colleges of Technology since 2000. Prior to that, Ms. Visosky was a member of the clinical trials team in cancer research in the province of British Columbia, Canada. Ms. Visosky is currently a doctoral candidate at the University of Bath, UK. The topic of her dissertation is to equip new healthcare professionals with the requisite skills in health informatics.



Teri Brogan

Faculty, Health Information Management
Higher College of Technology, Abu Dhabi, UAE

Teri Brogan is an HIM professional with over 12 years of experience in medical coding practice and education. She is the latest faculty member to be recruited within the health science department at the Higher Colleges of Technology in Khalifa City. Prior to that she was an HIM manager in a coding consultant firm and the program director of a health information technology program in the United States. She has also served as an education coordinator for a computer literacy program in West Africa. Teri is also the published author of the textbook Health Information Technology Basics: A Concise Guide to Principles and Practice. She is currently completing her doctorate in public health at Capella University in the United States.



Dr. Dirk Richter

Senior Advisor Quality & Monitoring
Health Authority Abu Dhabi, UAE

Dr. Dirk is a Senior Advisor with the Health Authority Abu Dhabi since 2014. Before he came to Abu Dhabi, he worked in operative hospital management as board member, CMO and head of restructuring in big German public hospital groups in Munich and Augsburg as well as head of M&A at Sana Kliniken, one of the leading private German hospital providers with a portfolio of almost fifty hospitals all over Germany.

Prior to his career in hospital management Dr. Dirk worked with A.T. Kearney Management Consultants. During his clinical and scientific career he was head of a big emergency department in Berlin for almost 10 years as well as a senior research fellow at the department of orthopedics and biomechanics at the University of Miami. Dr. Dirk is a German board certified surgeon and holds a degree in health economics.

“Moving Forward: Changes,
Challenges and Opportunities”



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5TH – 6TH NOVEMBER, 2014 - INTERCONTINENTAL HOTEL, ABU DHABI - UAE

Conference Scientific Program

“Moving Forward: Changes,
Challenges and Opportunities”

4th ANNUAL
Health
INFORMATION MANAGEMENT CONGRESS



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AHIMA
Quality Healthcare Through
Quality Information

Scientific Program

Day 1: Wednesday - November 05, 2014

- 07:30 - 08:30 **Registration**
- 08:30 – 08:35 Introduction & Welcome
Michelea Peech
AHIMA-Approved ICD 10 CM/PCS Trainer, Chair -Clinical Coding Steering Committee
Health Authority Abu Dhabi, UAE
- 08:35 – 08:45 Opening Address for AHIMA
Mollie Pillman, MS-HSM, MBA, RHIA
Senior Director, Strategy & Transformation
American Health Information Management Association (AHIMA), USA
- 08:45 - 09:15 The Ins and Outs of HIM Transitions
Kathy Giannangelo
President
Kathy Giannangelo Consulting LLC, USA
- 09:15 – 10:30 Panel: Regional Evolutions of Coding and Coding Systems
Moderator: Susan Young
HIS Clinical Support
3M, Abu Dhabi, UAE
- Coding Systems and Sets, Abu Dhabi
Michelea Peech
AHIMA-Approved ICD 10 CM/PCS Trainer, Chair -Clinical Coding Steering Committee
Health Authority Abu Dhabi, UAE
- Coding Systems and Sets, Dubai
Dr. Osama Elhassan
Head Of EHealth Section
Dubai Health Authority, UAE
- Coding Systems and Sets, Qatar
Sarah Low
Community College, Qatar
- Coding Systems and Sets, Saudi Arabia
Hussein Al Bishi
HIM & Clinical Coding Specialist Clinical Coding Center
Ministry of Health, Saudi Arabia
- 10:30 - 10:45 **Coffee Break**
- 10:45 -11:15 An Enterprise-wide Ambulatory Facility's Journey to JCIA
Dr. Fayeza Saif Nasir
Director of Quality Department
AHS-SEHA, Abu Dhabi, UAE

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Jameel Ahmed
Health Information Management Manager
AHS-SEHA, Abu Dhabi, UAE

- 11:15 – 11:45 Qatar's Enterprise-wide PHCC Journey to Canadian Accreditation
Selvakumar Swamy
HIM Manager
Primary Health Care Corp, Doha, Qatar
- 11:45 – 12:15 Saudi Arabia's Journey to Native Accreditation, CBAHI
Dr. Salem Alwahabi
CBAHI Chair
Central Board for Accreditation of Healthcare Institutions, Saudi Arabia
- 12:15 – 13:15 **Lunch Break**
- 13:15 – 13:45 JCIA, The Overall JCIA Criteria & Process
Pamela Anne Gyles
Medical Records Specialist
Zayed Military Hospital, Abu Dhabi, UAE
- 13:45 – 14:15 CDI, A Success Story
Dr. Samina Ashiq
Group Manager, CDI & Denial Management
Al Noor Hospital, Abu Dhabi, UAE
- 14:15 – 15:15 Workshop: CDI, Tools Make it a Success
Susan Young and 3M
HIS Clinical Support
3M, Abu Dhabi, UAE
- 15:15 – 15:30 **Coffee Break**
- 15:30 – 16:00 Digging Deep for Data and Information
Dr. Philipp Vetter
Director of Strategy
Orzone AB, Sweden
- 16:00 – 17:00 Changes, Challenges and Opportunities of HIM: US vs UAE
Mollie Pillman, MS-HSM, MBA, RHIA
Senior Director, Strategy & Transformation
American Health Information Management Association (AHIMA), USA
- Michelea Peech
AHIMA-Approved ICD 10 CM/PCS Trainer,
Chair -Clinical Coding Steering Committee
Health Authority Abu Dhabi, UAE
- 17:00 **Closing**

“Moving Forward: Changes,
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HEALTH AUTHORITY

AHIMA
Quality Healthcare Through
Quality Information

Scientific Program

Day 2: Thursday - November 06, 2014

- 07:30 - 08:25 **Registration**
- 08:25 – 08:30 Welcome Note
Michelea Peech
AHIMA-Approved ICD 10 CM/PCS Trainer,
Chair -Clinical Coding Steering Committee
Health Authority Abu Dhabi, UAE
- 08:30 – 09:00 Data Cleansing
Jamal Masalama
Business Solutions Manager
OCSHI Solutions and Services, Dubai, UAE
- 09:00 – 09:30 Key Note Address, HIMSS – The GCC Perspective
Jeremy Bonfini
Executive Vice President
HIMSS International, USA
- 09:30 – 10:15 Panel: Data Use for Future Health Planning
Moderator: Ann Louise Webster
Revenue Cycle Manager
Tawam Hospital, Al Ain, UAE
- Dr. Sami Alom
Chief Strategy Officer
Al Noor Hospitals Group Plc, Abu Dhabi, UAE
- Husein Reka
Manager, Health Insurance
Supreme Council of Health, Doha, Qatar
- 10:15 – 10:30 **Coffee Break**
- 10:30 – 10:50 Protecting Health Information Through Policies
Fatima Al Baloushi
Operations Director
Al Ain Hospital, Al Ain, UAE
- 10:50 – 11:20 Release of Information – Standards, Polices and Process from the Regulator
Khamis Al Alawy
Advisor, Healthcare Policy and Standards
Health Authority Abu Dhabi, UAE
- 11:20 – 11:50 Knowledge Engine for Health (KEH) Analytics and Understanding KEH
Andrey Timoshkin
Head of Statistics and Modeling Strategy Department
Health Authority Abu Dhabi, UAE

“Moving Forward: Changes,
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- 11:50 – 12:15 Patient Privacy from Insurers Perspective
Linda VanDijk
Director Intelligence
National Health Insurance Company (Daman), Abu Dhabi, UAE
- 12:15 – 13:15 **Lunch Break**
- 13:15 – 13:45 How Healthcare Stays Compliant with Emerging Technology
Kathy Giannangelo
President
Kathy Giannangelo Consulting LLC, USA
- 13:45 – 14:15 The Impact of Accreditation on Clinical Documentation Compliance
Dr. Subashnie Devkaran
Vice President ACHE Middle East & North Africa Group Manager, Accreditation, QPSI
Cleveland Clinic Abu Dhabi, UAE
- 14:15 – 14:45 Marketing the HIM Career - Alumni Where Are They Now?
Dr. Kathleen Meehan
Associate Dean, Division Health Sciences
Higher Colleges of Tehnology, Abu Dhabi, UAE
- 14:45 – 15:15 Public and Private Partnerships in Capability Development of the HIM Landscape within the UAE
Patricia Gail Visosky
Faculty, Curriculum Leader
Higher College of Technology, Abu Dhabi, UAE
- Teri Brogan
Faculty, Health Information Management
Higher College of Technology, Abu Dhabi, UAE
- 15:15 – 15:30 **Coffee Break**
- 15:30 – 16:00 Data Mining for Quality, How the Data is Used to Drive Quality
Dr. Dirk Richter
Senior Advisor Quality & Monitoring
Health Authority Abu Dhabi, UAE
- 16:00 – 16:30 Processes Preparation to ICD 10 CM & Questions on Systems Preparation to ICD 10 CM
Michelea Peech
AHIMA-Approved ICD 10 CM/PCS Trainer,
Chair -Clinical Coding Steering Committee
Health Authority Abu Dhabi, UAE
- Andrey Timoshkin
Head of Statistics and Modeling Strategy Department
Health Authority Abu Dhabi, UAE
- 16:30 – 17:00 Awards
- 17:00 **Closing**

General Information

Venue

InterContinental Abu Dhabi - An Iconic Landmark In The Heart Of Abu Dhabi

Boasting a prime beach location just minutes from downtown Abu Dhabi, the hotel is ideally placed for business or leisure. Nestled in landscaped gardens, all rooms enjoy a view of the city skyline or Arabian Gulf. Luxury amenities include a state-of-the-art gym, plunge pool, outdoor pool, sun terrace and four tennis courts. Savour our famed Fishmarket restaurant or relax at the Yacht Club, overlooking the hotel's private marina. Explore nearby Heritage Village or browse the city's best malls.

Registration and Information

Registration Desks will operate as follows:

Day 1: Wednesday - November 05, 2014	07:30 - 08:30
Day 2: Thursday - November 06, 2014	07:30 - 08:25

Name Tags

Participants are required to wear their name tags throughout the meeting in order to be admitted to the lecture halls and other scheduled activities.

Refreshment and Lunch

Refreshment and lunch will be offered in accordance with the breaks indicated on the timetable.

Cyber Internet

Free internet will be available in the exhibition area during the conference.

Mobile Phones and Photography

Participants are kindly requested to keep their mobile phones switched off in the session halls and refrain from taking photographs during sessions.

Certificate of Attendance

Certificate of attendance will be available at the registration desk at the end of the second day of the conference on Thursday, 6th November, 2014 at 4:30 pm

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Day 1

Wednesday - November 05, 2014

Keynote Lecture

The Ins and Outs of HIM Transitions



Kathy Giannangelo
President
Kathy Giannangelo Consulting LLC, USA

Abstract:

Changes in healthcare technology are having a major impact on HIM processes and management. With these changes, come the need for (1) certain skills to move forward and remain relevant, (2) recognition of challenges that must be overcome and (3) identification of opportunities. Using the results of an AHIMA environmental scan that looked at technology/science trends,¹ this session will briefly describe a technological change occurring in the healthcare environment and then delve into the HIM skill sets, challenges and opportunities related to that change. For example, computer-assisted coding (CAC) is an example of a change that is impacting the role of coders and their workflow. Increased critical thinking skills will be necessary to perform validation, as the shift is away from reading medical records and assigning codes.² Challenges, such as managing productivity expectations, and opportunities, such as the potential to use CAC as a recruiting tool, with CAC implementations will materialize.

Objectives:

1. Describe the changes occurring in the healthcare environment
2. State the skill sets HIM professionals need to move forward
3. Name the common challenges HIM professionals face during the change
4. Identify the opportunities that come with the change

Panel: Regional Evolutions of Coding and Coding Systems

Coding Systems and Sets, Abu Dhabi



Michelea Peech
AHIMA-Approved ICD 10 CM/PCS Trainer,
Chair -Clinical Coding Steering Committee
Health Authority Abu Dhabi, UAE

Coding Systems and Sets, Dubai



Dr. Osama Elhassan
Head Of EHealth Section
Dubai Health Authority, UAE

Coding Systems and Sets, Saudi Arabia



Hussein Al Bishi
HIM & Clinical Coding Specialist Clinical Coding Center
Ministry of Health, Saudi Arabia

Coding Systems and Sets, Qatar



Sarah Low
Community College,
Qatar

Abstract:

The overall panel will cover the subject of Coding Systems and Sets, with a generalized broad view of the coding systems used and the evolution of these sets and systems; as well as the code set differences, insurance differences in the different countries. They each will explain why does their particular region uses the specified code set, and what are the influencing factors.

“An Enterprise-Wide facility’s Journey to JCI”



Dr. Fayeza Saif Nasir
Director of Quality Department
AHS-SEHA, Abu Dhabi, UAE

Abstract:

The following are the objectives of the session: by the end of the presentation, the audience will:

1. Have an overview of ambulatory healthcare services: its facilities, scope of services, and employees.
2. Be familiar with AHS’ journey to JCI accreditation starting from the initial phases of planning and preparing to execution and implementation.
3. Be able to identify challenges encountered during this journey
4. Be familiar with updates on the current and future AHS status of JCI accreditation.

Until recently, the prestigious JCI accreditation was granted only to individual healthcare facilities that have met stringent international standards designed to improve quality of care and patient safety. In July 2012, Ambulatory Healthcare Services (AHS), a division of the Abu Dhabi Health Services Company (SEHA), became the first organization across the world to achieve the ‘network accreditation’ from Joint Commission International (JCI). The first-of-its-kind endorsement was achieved for AHS’ compliance with JCI Ambulatory Standards (April 2010 edition) across 20 of its healthcare centers, five disease prevention and screening centers and three mobile clinic solutions. The session will provide the audience with some of the highlights of AHS’ journey towards this landmark achievement starting from the planning and preparation phase to the implementation and accreditation phase. The session will also touch on some of the challenges that were faced during this journey and what was done to overcome them, what’s the AHS facilities status post accreditation and what is next in plan.



Jameel Ahmed
Health Information Management Manager
AHS-SEHA, Abu Dhabi, UAE

Abstract:

Until recently, the prestigious JCI accreditation was granted only to individual healthcare facilities that have met stringent international standards designed to improve quality of care and patient safety. In July 2012, Ambulatory Healthcare Services (AHS), a division of the Abu Dhabi Health Services Company (SEHA), became the first organization across the world to achieve the ‘network accreditation’ from Joint Commission International (JCI). The first-of-its-kind endorsement was achieved for AHS’ compliance with JCI Ambulatory Standards (April 2010 edition) across 20 of its healthcare centers, five disease prevention and screening centers and three mobile clinic solutions. The session will provide the audience with some of the highlights of AHS’ journey towards this landmark achievement starting from the planning and preparation phase to the implementation and accreditation phase. The session will also touch on some of the challenges that were faced during this journey and what was done to overcome them, what’s the AHS facilities status post accreditation and what is next in plan.

Qatar's Enterprise-wide PHCC Journey to Canadian Accreditation



Selvakumar Swamy
HIM Manager
Primary Health Care Corp, Doha, Qatar

Abstract:

Presentation includes overview of Qatar Primary Health Care Corporation, Overview of Accreditation Canada International standards and the PHCC journey towards achieving the accreditation. Special focus on Accreditation standards relevant to HIM and HIM transformation process in contributing to the overall PHCC progress towards Accreditation.

Saudi Arabia's Journey to Native Accreditation, CBAHI



Dr. Salem Alwahabi
CBAHI Chair
Central Board for Accreditation of Healthcare Institutions,
Saudi Arabia

Abstract:

There are different accreditation organizations and Dr Salim Alwahabi, who is the Chair of the Central Board for Accreditation of Healthcare Institutions in Saudi Arabia, explains why Saudi Arabia chose to develop native accreditation; as well as the benefits and issues of the accreditation process. This will include the strategic priorities for 2014 – 2017 and the annual targets for CBAHI.

JCIA, The Overall JCIA Criteria & Process



Pamela Anne Gyles
Medical Records Specialist
Zayed Military Hospital, Abu Dhabi, UAE

Abstract:

Accreditation is a process which is widely used throughout the GCC region to assess that hospitals are providing a safe and high quality service. Currently the Joint Commission International (JCI) one of the more well-known and used accreditation processes in the region.

Aim

Accreditation is a substantial project for any hospital and the aim of this session is to give an overview of how to go about receiving accreditation.

Content

An introduction to accreditation, with specific reference to the JCIA process. The session will include the requirements for JCI and how to prepare.

Preparation for accreditation will comprise:

- Managing an accreditation process
- Setting up a work plan
- Communication strategies

Approaches for motivating policy-makers and the general workforce

The session will take an overall look at the standards and will look at a number of the HIM related standards in more detail.

CDI, A Success Story



Dr. Samina Ashiq
Group Manager, CDI & Denial Management
Al Noor Hospital, Abu Dhabi, UAE

Abstract:

Clinical Documentation Improvement (CDI) assist in providing documentation in the medical record that is complete and accurate. Our CDI unit in Al Noor Hospital helps physician and medical team education that positively impact the quality and quantity of physician documentation in the medical record. Clinical documentation is the primary driver for a hospital's case mix index (CMI), every hospital can benefit from a CDI program that properly reflects the acuity of the patients the hospital treats.

Hospitals implementing clinical documentation position/ programs prepare themselves well for payer audits, pay for quality projects, expansion of quality indicators, present on admission (POA), and other important indicators. Physicians understand that good clinical documentation (CDI) is necessary in order to document the care of the patient and to communicate with other providers. However, physicians are not taught how to complete the documentation in order to accurately assign codes. On a hospital record, the lack of specificity highly affects the payment. For the financial health of a hospital, it is critical that physicians understand the importance of accurately documenting their diagnoses or explaining the patient conditions in details in order for the coding unit to accurately capture the appropriate codes from the patient's medical records.

The improvement of an organization's workflow, cash flow, and revenue generation all depend on how quickly physicians acclimate to new reimbursement documentation requirements and guidelines. Clinical documentation improvement is about enhancing patient care. When hospitals use clinical documentation as purely a revenue cycle tool, hospitals only see a minor revenue impact, but when hospitals use it as a tool to encourage physician engagement with patients, they see remarkable revenue impact.

Workshop: CDI, Tools Make it a Success



Susan Young and 3M
HIS Clinical Support
3M, Abu Dhabi, UAE

Abstract:

The biggest challenge for the migration to ICD-10 is the requirement for more detailed and specific documentation. Organizations must be pro-active in planning their Clinical Documentation Improvement roadmap based on ICD-10 requirements and ensure that the program is sustainable moving forward. An early adoption of CDI program components will positively impact the current documentation and coding of ICD-9.

The following points will be covered during the Workshop:

- Analysis of current documentation and processes
- Identification of gaps in documentation and coding
- Building a training program based on identified gaps
- Education program –Physicians, CDI specialists, Coders and other clinicians
- Software tools to facilitate the CDI process –Computer Assisted Coding, Computer Assisted CDI Queries, Tracking queries
- Sustaining the CDI program post ICD-10 implementation
- How to measure the impact of successful documentation queries and unanswered queries
- Sustaining the CDI program post ICD-10 implementation
- Hands on exercises

Digging Deep for Data and Information



Dr. Philipp Vetter
Director of Strategy
Orzone AB, Sweden

Abstract:

I review the theory for fashionable terms like data, information and digging, to sharpen the concepts and then apply them to the world of clinical health information. This leads to some surprises in how we understand information, and some very practical ideas on where and how to 'dig' for it.

Learning objectives:

- To differentiate between data and information
- To understand and refine goals of 'data digging'
- To gain the awareness to self-assess the mindsets and capabilities needed to dig for data productively

Changes, Challenges and Opportunities of HIM: US vs UAE



Mollie Pillman, MS-HSM, MBA, RHIA
Senior Director, Strategy & Transformation
American Health Information Management Association (AHIMA), USA



Michelea Peech
AHIMA-Approved ICD 10 CM/PCS Trainer,
Chair -Clinical Coding Steering Committee
Health Authority Abu Dhabi, UAE

Abstract:

1. History of HIM with Changes
2. Improvements and Challenges
3. Opportunities going forward

This panel will focus on Informatics and HIM comparing the United States and the United Arab Emirates; with emphasis the transformations and comparisons between the challenges, changes and opportunities in two different markets. We will contrast the pace of change and outline areas for future collaboration.

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AHIMA
Quality Healthcare Through
Quality Information

Day 2

Thursday - November 06, 2014

Data Cleansing



Jamal Masalama
Business Solutions Manager
OCSHI Solutions and Services, Dubai, UAE

Abstract:

Accurate and quality data has become essential to operate successfully in a fast-changing healthcare environment where payment increasingly is based on performance and providing high quality care. Accurate identification and access to the patient's full medical history is of paramount importance if hospitals are to provide internationally acceptable care for their patients. Duplicate Patients Records are often created when patients are inadvertently added to a system multiple times or when data are entered incorrectly. The duplicate records will result in inconsistency and incomplete medical records, loss of reimbursement, administrative inefficiencies, resource drains, and most significantly negative health outcomes, serious privacy breaches and legal ramifications.

Objectives

- Understand data quality model & characteristics
- Identify data quality issues & consequences
- Understand data cleansing process and importance

Key Note Address HIMSS – The GCC Perspective



Jeremy Bonfini
Executive Vice President
HIMSS International, USA

Abstract:

While many hospitals around the world are working diligently to implement EMRs, too few have documented a true return on investment through clinical improvements and efficiencies with before and/or after studies. This presentation will present several ROI examples from a literature search, plus there will be an explanation of how Stage 6 and Stage 7 hospitals on the HIMSS Analytics EMR Adoption Model have measured benefits from their EMR deployments. Using key performance indicators for core quality metrics, many Stage 6 and Stage 7 hospitals have shown solid returns in improved quality of care and patient safety.

This presentation will detail where these benefits were realized and the specific clinical measures used. C-Suite executives who are planning to implement or in the midst of implementing systems will gain the benefit from those who have implemented and designed a benefits realization methodology

“Moving Forward: Changes,
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Panel: Data Use for Future Health Planning



Dr. Sami Alom
Chief Strategy Officer
Al Noor Hospitals Group Plc, Abu Dhabi, UAE



Husein Reka
Manager, Health Insurance
Supreme Council of Health, Doha, Qatar

Abstract:

This panel will be discussing the many uses of coded data in healthcare organizations and insurance companies and the importance of having good quality, complete data that is reliable. The point of this discussion is to reinforce the importance of ensuring that the diagnosis codes, procedure codes and other data that is generated, collected and reported, is accurate, complete and timely.

Protecting Health Information Through Policies



Fatima Al Baloushi
Operations Director
Al Ain Hospital, Al Ain, UAE

Abstract:

Protecting patient health Information is a crucial aspect of patients' rights and the HIM role in maintain Patient Confidentiality. However the existing policies on protecting health information and the compliance with those policies are far behind where it should be. The cultural aspects involved both from patient/family perspectives as well as staff perspective need to be identified and properly addressed before we can create and effectively implement a health information protection program. Even though the federal laws does acknowledge the legality of protecting health information and sanctions on breach, enforcement of such laws need to be further developed and monitored by health regulators and law enforcement as well.

Learning Objectives:

The current Health Information Protection Policies
Awareness and culture issues on compliance
Measuring compliance with policies
Sanction policies and its enforcement
HIM role in policy compliance

“Moving Forward: Changes,
Challenges and Opportunities”



Release of Information – Standards, Policies and Process from the Regulator



Khamis Al Alawy
Advisor, Healthcare Policy and Standards
Health Authority Abu Dhabi, UAE

Abstract:

This session will cover the importance of the standards, policies and processes which need to be in place for the protection and privacy of the patients' protected health information (PHI). This is from the view of the regulator and expresses different formats, such as paper, electronic or hybrid and explores both regional United Kingdom and US rules for the protection of PHI.

Knowledge Engine for Health (KEH) Analytics and Understanding KEH



Andrey Timoshkin
Head of Statistics and Modeling Strategy Department
Health Authority Abu Dhabi, UAE

Abstract:

Knowledge Engine for Health (KEH) analytics and confidentiality

Data gathering methods and analytical tools currently available to the health sector provide opportunities for obtaining very deep knowledge of personal health information, which along with potential clinical benefits can pose serious threats to patients' privacy. This session will provide an overview of data collected by HAAD, analytics, data governance mechanisms and key principles for protection of confidentiality applied in the Abu Dhabi health sector.

References:

www.shafafiya.org

www.haad.ae/statistics

Protected Health Information and the Payer



Linda VanDijk
Director Intelligence
National Health Insurance Company (Daman),
Abu Dhabi, UAE

Abstract:

One is aware that the Regulator must protect the copious amounts of patients protected health information (PHI), and of course it is a vital for the Provider to ensure this privacy also. However, the Payer has the same responsibility. Daman is the largest source of health insurance data in Middle East and Linda will show how the Payer protects the PHI.

Learning objectives:

- Setting the scene. Why is healthcare data so special?
- Privacy. [Why] Is it important to protect member data?
- The Privacy Protection Efficiency Curve. What is optimal protection? What are the costs of over/under protection?
- Use of [member] data in insurance industry. What value can [innovative] payers deliver with member data?
- Good Practice privacy standards for Insurance. What can insurers do to contribute to privacy protection?

How Healthcare Stays Compliant with Emerging Technology



Kathy Giannangelo
President
Kathy Giannangelo Consulting LLC, USA

Abstract:

As the use of technology in healthcare, such as iPads, smart phones social media, continues to evolve, policies and procedures for managing the security of the patient's electronic health information are needed in order for providers to stay compliant. This session will define e-PHI, describe the various roles of regulators, point out specific areas where HIM policies and procedures are necessary, and explain HIM's role in information governance. For example, the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Security Rule established requirements for securing individually identifiable health information created, received, maintained or transmitted in electronic form by a covered entity. Contained in the rule are specific safeguards healthcare providers must have for electronic protected health information (e-PHI). One of HIPAA's Security Rules technical safeguards is access control where a covered entity must implement technical policies and procedures that allow only authorized persons to access e-PHI.1

Objectives:

1. Define electronic protected health information (e-PHI)
2. Summarize various regulator roles relative to securing e-PHI
3. Identify the importance of HIM policies and procedures in managing the security e-PHI
4. State HIM's role in information governance as a means to compliance

The Impact of Accreditation on Clinical Documentation Compliance



Dr. Subashnie Devkaran

Vice President ACHE Middle East & North Africa Group
Manager, Accreditation, QPSI, Cleveland Clinic Abu Dhabi,
UAE

Abstract:

Introduction

Hospital accreditation is frequently selected by healthcare leaders as a method to improve quality and is an integral part of health-care systems in more than 70 countries. As cost containment continues to be a concern in many hospitals, organisations need to evaluate the value of accreditation as a long-term investment. However, the literature shows mixed and inconsistent results over the impact and effectiveness of hospital accreditation. Although accreditation is a framework for achieving and sustaining quality, empirical studies that evaluate whether accredited organisations sustain compliance with quality and patient safety standards over the accreditation cycle are lacking. Most studies have used cross-sectional designs and/or comparative static analysis of data at two points in time. To draw causal inferences about the direct influence of accreditation on patients' health outcomes and clinical quality, a dynamic analysis that focuses on the effects of accreditation over time is needed. This research directly addresses this issue by adopting a time series framework. In addition, this is the first study to answer the important question of whether accredited organisations maintain quality and patient safety standards over the accreditation cycle by developing and testing a life cycle explanation

Presentation Objectives:

- To share the study results of whether accredited hospitals maintain quality and patient safety standards over the accreditation cycle by testing a life cycle explanation of accreditation on quality measures.
- To discuss the four distinct phases of the accreditation life cycle which were defined based on the Joint Commission International process.
- To present an automated survey readiness program that can be used to mitigate the life cycle effect of accreditation.
- To conclude that although there was a reduction in compliance immediately after the accreditation survey, the lack of subsequent fading in quality performance should be a reassurance to researchers, managers, clinicians and accreditors.

Marketing the HIM Career - Alumni Where Are They Now?



Dr. Kathleen Meehan
Associate Dean, Division Health Sciences
Higher Colleges of Tehnology, Abu Dhabi, UAE

Abstract :

The Bachelor of Science in Health Information Management programme prepares graduates to practice competently and effectively as health information management professionals in diverse healthcare environments within the UAE. The academic and clinical curriculum founded on international standards provides graduates with the desired linguistic ability, applied management and leaders skills and intellectual potential such that they can assume meaningful roles and responsibilities in both career and scholarly pursuits and make the fullest possible contribution to the delivery of high quality health information management services to residents of the UAE

Public and Private Partnerships in Capability Development of the HIM Landscape within the UAE



Patricia Gail Visosky
Faculty, Curriculum Leader
Higher College of Technology, Abu Dhabi, UAE



Teri Brogan
Faculty, Health Information Management
Higher College of Technology, Abu Dhabi, UAE

Abstract :

1. Partnerships - Academia and the Health Industry
 - a. Roles and responsibilities of our partnership
 - b. Assessing curriculum needs of new healthcare professionals
 - c. Responding to health industry requirements

2. Development of HIM Landscape in UAE
 - a. Raising awareness of HIM
 - b. Importance of uniformity
 - c. Standardizing health data management

Data Mining for Quality, How the Data is Used to Drive Quality



Dr. Dirk Richter
Senior Advisor Quality & Monitoring
Health Authority Abu Dhabi, UAE

Abstract:

A large number of healthcare systems all over the world have launched quality initiatives or conducted reforms to achieve a higher quality of healthcare. Most of these countries tend to establish an independent quality regulator.

In order to further improve the quality of care in the Emirate of Abu Dhabi HAAD have launched their JAWDA quality metrics. The first step of the initiative is to acquire a reliable and valid set of quality data from all Abu Dhabi hospitals and by this already increase awareness for quality among all providers. In the first phase HAAD will focus on four dimensions, i.e. effectiveness, safety, patient focus, and timeliness.

Working with these data and extending the metrics to an overall performance metrics of Abu Dhabi hospitals HAAD will become a strong regulator ensuring a good overall performance of all providers.

Learning objectives

1. Worldwide trends regarding quality measurement
2. Abu Dhabi approach to quality improvement
3. Difficulties and hurdles to establish a comprehensive quality monitoring in healthcare

Processes Preparation to ICD 10 CM & Questions on Systems Preparation to ICD 10 CM



Michelea Peech

AHIMA-Approved ICD 10 CM/PCS Trainer,
Chair -Clinical Coding Steering Committee
Health Authority Abu Dhabi, UAE



Andrey Timoshkin

Head of Statistics and Modeling Strategy Department
Health Authority Abu Dhabi, UAE

Abstract:

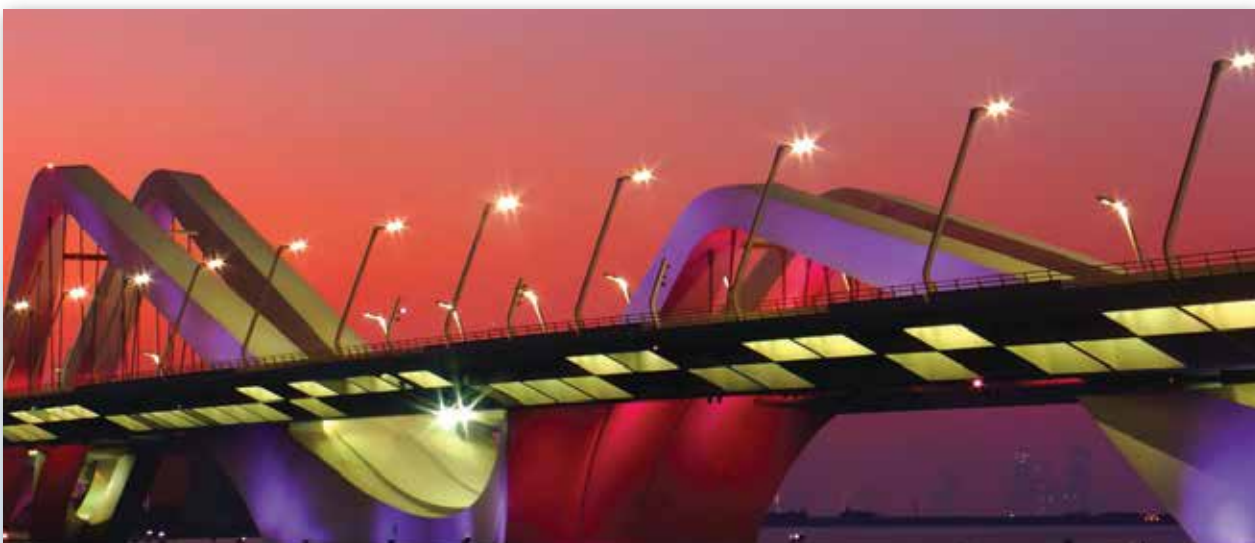
In this panel will show the details of how and why the transition to ICD 10 CM. Andrey Timoshkin will address the IT and KEH and Michelea Peech will address the coding, guidelines and rules.

Ten things to know about Abu Dhabi

1. For over 50 years, Abu Dhabi has been transformed from little more than empty desert inhabited by nomadic tribes into a thriving 21st century society.
2. Abu Dhabi is at the heart of one of the world's most advancing regions. Abu Dhabi city is easily accessible from key European, Asian, African, American and Australian business centres.
3. Abu Dhabi city is the capital of the United Arab Emirates. The wider Abu Dhabi emirate occupies over 80% of the country's total landmass.
4. Unknown to most, Abu Dhabi is archipelagic with nearly 200 islands dotted along its coast - island-hopping is a popular pastime.
5. Abu Dhabi is on its way to becoming a global cultural centre with the creation of the Cultural District on Saadiyat Island. This 27 square kilometre island lying 500 metres offshore the UAE capital is being transformed into a signature cultural, leisure and residential destination. The island will be home to the largest single concentration of premier cultural institutions including the Zayed National Museum, the Louvre Abu Dhabi and the Guggenheim Abu Dhabi all designed by award-winning international architects.
6. Emirates Palace is one of the world's most majestic and opulent hotels. Often mistaken as the presidential palace, Emirates Palace is decorated with gold-leaf, marble and hung with almost 1,000 Swarovski crystal chandeliers. Abu Dhabi has an expanding range of other fabulous hotels and iconic buildings including The Yas Hotel, the only one in the world straddling a Formula 1™ race track and the Hyatt Capital Gate.
7. Abu Dhabi offers fantastic leisure activities. Choose from fascinating city tours, desert safaris and tours of our stunning Yas Marina Circuit Formula 1™ track or try your hand at driving it. Play a round of golf on one of three championship-ready, all-grass golf courses or visit the Sheikh Zayed Grand Mosque – the UAE's most imposing religious and national landmark. Opt for a range of watersports in Abu Dhabi's warm, calm waters or take a trip to Ferrari World Abu Dhabi, the world's largest indoor theme park, and board Formula Rossa – the world's fastest roller-coaster.
8. Visitors can experience an authentic taste of Arabian culture and heritage.
9. Abu Dhabi enjoys a subtropical climate with sunshine almost every day.
10. Abu Dhabi is home to the annual Formula 1™ Etihad Airways Abu Dhabi Grand Prix. This international headline race joins an impressive line-up of world-class events which have enabled the emirate to emerge as a major global events contender. These include the annual Abu Dhabi HSBC Golf Championship, the Gourmet Abu Dhabi gastronomic festival, the Abu Dhabi International Triathlon, Abu Dhabi Arts and the Al Ain Aerobatics Show.



Abu Dhabi Landmarks



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