Workshops for 36th PCSI conference

Bled Slovenia

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WORKSHOP 1:   9:30 – 12:30, Tuesday 28 May 2024

TITLE: Key Success Factors for Casemix Implementation - How Respecting National Factors, Engaging Professional Cultures and Inspired Leadership Make Casemix a Key Factor in Creating a Better Health System

FACILITATORS: Jana Wahl – University Clinical Centre Ljubljana, Manal Al Khalifah – National Casemix Center of Excellence KSA, with co-presenters TBA

WHO WILL BE INTERESTED?   Delegates involved in the implementation and maintenance of casemix systems, including decision makers, IT staff, researchers and anyone collecting or using patient data.

WORKSHOP OBJECTIVES: The workshop will aim to:

- summarise the theoretical framework of casemix systems
- discuss practical experiences from various countries to identify potential challenges and opportunities of casemix implementation
- identify key success factors for implementing casemix

To facilitate the sharing of experiences and advice, a SWOT analysis of some casemix implementation cases will be conducted.

WORKSHOP OVERVIEW: Healthcare systems around the world are facing rising healthcare costs, an increase in the proportion of patients with chronic conditions, higher demands and expectations, and a shortage of human resources. Effectively implementing and managing casemix systems can provide a tool to improve the quality of care and make the healthcare system work better and more efficiently if we can reap its benefits.

This workshop will explore how national factors, such as regulatory frameworks and funding models, can affect the implementation of casemix. It will also consider the role of professional culture in shaping the roll-out, adoption of DRGs and other casemix classifications, and the importance of strong leadership in driving change.

Examples of topics discussed include:

- What are the key success factors, advantages, and disadvantages of implementing casemix?
- What are the practical lessons learned from implementing casemix in different countries?
- How can the potential challenges associated with the implementation of casemix be resolved?
- What are the opportunities for improvement in health care through casemix systems?
- How can different professional groups be involved and motivated to become the drivers of change?
- Education and training models for clinical coders, an overview and example of current activities at UKC Ljubljana and other locations
- How to use data for improved hospital performance and revenue collection
- How training and coaching in countries at different stages of data quality system development can be tailored to the needs of data managers and custodians
- How negotiations, auditing practices, and disputes resolution is set up in different countries-share thoughts and suggestions
- How important charismatic leadership is in the success of casemix project

WORKSHOP 2:   9:30 – 12:30, Tuesday 28 May 2024

TITLE: Coder training accreditation and lifelong learning for retention and development of clinical coding skills

FACILITATORS: Marie Glynn and Jacqui Curley, Healthcare Pricing Office, HSE, Ireland

WHO WILL BE INTERESTED?   Delegates from a range of professions, particularly coders, but also decision and policy-makers, researchers and technical staff in casemix offices.

WORKSHOP OBJECTIVES:

1. To develop an understanding of the considerations and requirements to develop accreditation of coder training in different countries with Ireland as an example.
2. To develop an understanding of the considerations and elements in providing ongoing training to the coding workforce in a range of topics relevant to their role.
3. To provide a place to share best practice and approaches to ensuring a highly skilled coding workforce is in place with a view to retention and development of clinical coder skills.
4. To identify future demands that require the development of training for the clinical coder workshop, learning from other countries about preparation for the future and how clinical coder training can be advanced to meet these needs.

WORKSHOP OVERVIEW: Following on from the workshop in Iceland this workshop proposes to look at accreditation of coder training and the development of training across a range of areas for clinical coding staff. A career in coding requires ongoing lifelong training and this workshop looks at training provided in Ireland at national level and available to all coding staff.

Topics covered include:

- Accreditation of Coder Training:
- Lifelong learning and development of coding skills
- Retention and recruitment of coders
- Future training needs for Clinical Coders

WORKSHOP 3: 9:30 – 12:30, Tuesday 28 May 2024

TITLE: Casemix – from Fundamentals to Applications

FACILITATORS: Jean marie Rodrigues - University Jean Monnet of Saint Etienne, Saint Etienne, France, Avignon Summer School Director, International Healthcare Terminology Consultant France, with co-presenters:

- Olafr Steinum MD and Classification expert, Diaqualos AB, Uddevalla, Sweden
- Jacob Hofdijk The Netherlands Foundation Partner Casemix, The Hague, Netherlands
- Kristiina Kahur, CEO Nordic Casemix Centre, Helsinki, Finland
- Deniza Mazevska, PCSI President, Health Policy Analysis, Sydney Australia
- Conrad Kobel, University of Wollongong, Wollongong, Australia
- Janette Green, University of Wollongong, Wollongong, Australia

WHO WILL BE INTERESTED? The workshop is aimed to introduce newcomers to the basics of casemix and give a taste of the schools held by PCSI. The audience is broad, from coders to decision makers.

WORKSHOP OBJECTIVES: To provide a comprehensive foundation in casemix, including to:

- Understand the origins of casemix and theoretical underpinnings
- Understand the various applications of casemix
- Describe principles for casemix funding and key design choices and implications
- Understand the impact of casemix on quality of care and use in quality improvement

WORKSHOP OVERVIEW: Each of the presenters will lead a part of the session on one of the many and varied aspects of casemix. We will start with the origins and theoretical underpinnings of DRGs and casemix followed by an overview of diagnosis and procedure clinical coding systems and terminologies that underlie casemix classifications. We will move on to cover the principles of casemix funding as well as issues surrounding the implementation of casemix systems around the world. Our workshop will include a discussion on casemix systems for integrated care.

The session will conclude with an overview of the PCSI schools.

WORKSHOP 4:   9:30 – 12:30, Tuesday 28 May 2024

TITLE: From documentation to quality: enhancing global quality measures in healthcare policy through CDI

FACILITATORS:

- Elric Verbruggen, MD - Solventum Health Information Systems, Belgium
- Daniel Schmithausen - Solventum Health Information Systems, Germany
- Felisha Bochantin, MS, MHA, CPC, CPC-I, CPC-H, Solventum Health Information Systems, United States
- Stephanie Cantin-Smith, RN, MSN, CCDS, IP Auditor, Solventum Health Information Systems, United States

WHO WILL BE INTERESTED?

This workshop is designed for healthcare professionals and stakeholders involved in quality management, healthcare administration, and coding. Specifically, it targets government policymakers, hospital directors, quality managers, and decision-makers, medical coders and coding auditors.

WORKSHOP OBJECTIVES:

This workshop highlights the crucial role of Clinical Documentation Improvement (CDI) in ensuring accurate and reliable quality parameters in healthcare. Participants will understand the significance of precise clinical documentation, explore best practices for CDI implementation, discuss its impact on quality metrics, and address integration challenges into existing workflows.

WORKSHOP OVERVIEW:

Through an interactive session and expert insights, participants will navigate through key topics aimed at amplifying the impact of CDI on quality metrics across diverse healthcare landscapes.

We will start by setting the stage for an exploration of CDI's pivotal role in shaping quality excellence within the healthcare sector. The session will underscore the critical link between accurate documentation practices and the attainment of robust quality measures.

A comprehensive overview of global quality metrics within P4P initiatives and governmental strategies will be presented. Participants will gain insights into the significance of these measures and the potential impact of (in)adequate clinical documentation.

Through real-world clinical case studies and best practices, attendees will discover how CDI methodologies can drive accurate, complete, and tangible improvements in quality metrics. Strategies for integrating CDI into existing healthcare frameworks to enhance data accuracy and reliability will be explored.

An interactive discussion will address the challenges and opportunities associated with implementing CDI-driven quality measures within P4P programs and government initiatives. Participants will share experiences and strategies for overcoming barriers to success.

By the end of the workshop, participants will be equipped with actionable insights and strategies to leverage CDI effectively in driving quality excellence within P4P programs and governmental healthcare initiatives on a global scale.

WORKSHOP 5:   13:30 – 16:30, Tuesday 28 May 2024

TITLE: Promoting high quality cost data: strategies and lessons learned

FACILITATOR: Eileen Robertson with panel including:

- Martina Zorko Kodelja, Health Insurance Institute of Slovenia
- Milena Kramar Zupan, Director of General hospital Novo Mesto, Slovenia (TBC)
- Tina Brajnik, company Result, manages hospital business intelligence projects, works with hospital data in Slovenia
- Paula Monteith- National Casemix Office, NHS England
- Niels Hansen, Denmark
- Brian Donovan, Ireland
- One or two others TBC

WHO WILL BE INTERESTED?   Anyone involved in the collection or use of cost data

WORKSHOP OBJECTIVES: High quality data is important for the effective management and functioning of health care providers and systems. Implementing new data collections such as cost data collections can be resource intensive and challenging. The benefits are not necessarily seen immediately and systems need time to bed in and produce reliable and useful data. This workshop will explore some of these challenges and explore ways of encouraging and incentivising the collection of good quality cost data. Many countries have been collecting cost data for many years but others, such as Slovenia, are at the beginning of the journey. The aim of the workshop is to share learning and experience and explore strategies and approaches that can be deployed to accelerate improvements. The workshop will also provide an opportunity to find out about costing developments in the Slovenian health system.

WORKSHOP OVERVIEW: The workshop will hear from a panel of those who have experience of implementing costing processes from both the provider and the data collector perspectives. They will reflect on their experience and consider:

- How best to implement costing (sample of hospitals or all hospitals, scope of collection, extent of top-down versus patient level), and what impact it has on uptake?
- How to engage hospitals and persuade them of the benefits in collecting and using the data for themselves
- What does good look like? Focus especially on the balance between patient level and cost allocation methods
- Key factors that helped and hindered the collection process
- Data quality and how long it took to improve
- How the benefits of the data were realised (especially for providers).

The panel will include those with experience from health systems with mature and long established cost data collections and also from those that are at the beginning of the journey. We will explore the benefits of "good enough" cost data versus the ideal. There will be a specific focus on the experience of Slovenia which is at an early stage of implementation. Representatives of local Slovenian hospitals will share their experience along with those from the Health Ministry.

As well as hearing from the panel, the workshop will include some small group discussions on the topic as a way of gathering experience and learnings from workshop attendees. We hope to conclude the workshop by identifying key strategies and ideas of how to improve data quality and

improve engagement in the process with some focus on how these strategies might vary depending on the size and scale of the exercise.

WORKSHOP 6:   13:30 – 16:30, Tuesday 28 May 2024

TITLE: From Casemix to Clinics – how can we use Casemix data for clinical improvements?

FACILITATOR: Prof. Dr. med. Michael Wilke – Medical School Hamburg (MSH) with co-presenters (TBA)

WHO WILL BE INTERESTED?   Case Mix officers, clinicians, quality and outcome researchers.

WORKSHOP OBJECTIVES: To discover the added value for clinical work and for the measurement of quality in healthcare systems that can be drawn from routinely collected casemix data.

WORKSHOP OVERVIEW:

In this workshop, we will learn from examples from a range of countries and discuss the ins and outs of the issues raised. We will incorporate:

- Presentations on the use of casemix data in clinical contexts
- Background information on existing methods of quality evaluation in healthcare
- Discussion to inspire participants, leading to possibilities for international collaboration

Topics that will be addressed include:

- Extending the benefits of casemix data
- Quality indicators (AHRQ, OECD, others)
- Prevalence or incidence statistics drawn out of the data
- Follow-up on local clinical improvement programmes
- Implementation of innovations
- Casemix effects of introducing new clinical practices
- Opportunities and limitations
- Are the allegations among clinical researchers real limitations or is it a question of communication culture?
- What could be done to promote multidisciplinary use of the data?
- International implications
- Where do we have data that could be used for international comparisons?

WORKSHOP 7:   13:30 – 16:30, Tuesday 28 May 2024

TITLE: Case mix costing approaches and methods

FACILITATOR: Kevin Ratcliffe, Department of Health, Tasmania, Australia

WHO WILL BE INTERESTED?   Anyone whose work is in clinical costing at any level, finance, hospital management, technical aspects of casemix, the specification of costing services or the selection of costing software packages and services.

WORKSHOP OBJECTIVES:

The workshop will present costing methodology and the use of costing methods, rather than examples of specific costing software. The workshop does not reference vendors or specific software solutions. Instead, the intent is to explain how the costing process works, issues that need to be resolved and provide practical examples.

The presentation makes use of simplified Excel based models to demonstrate the major aspects of the costing process. Schemas of the costing models used and demonstrated will be provided to participants following the workshop.

Each segment of the workshop introduces the costing definitions, methods and provides practical tasks to commence or improve hospital costing activities.

WORKSHOP OVERVIEW:

Emphasis is given to establishing costing processes. Costing activities are broken down into several steps:

- Identification of scope
- Validation poof finance files
- Structure of the costing ledger; cost centres and cost items
- Comparisons of major methods
- Overhead Direct and Indirect cost allocation methods
- Ideas for implementation or improvement

Costing methods ranging from the use of external costing relativities through RVU Costing to Microcosting using local consumption data will be presented with examples of the use of these approaches, and a discussion on the rationale for the selection of the various approaches.

WORKSHOP 8:   13:30 – 16:30, Tuesday 28 May 2024

TITLE: The HIM and coding workforce in an AI world: opportunities for the casemix community to set systems up for success

FACILITATOR: Jennifer Nobbs, Head of International Advisory, Beamtree, with Stephen Badham, Head of Coding and Data Quality, Beamtree

WHO WILL BE INTERESTED?   Coders, clinical costing staff, decision-makers, policy makers, IT staff, researchers, academia and technical staff from casemix offices.

WORKSHOP OBJECTIVES:

- To explore what is needed from the coding and HIM community in the future to deliver on casemix policy approaches.
- Discuss how advances in technology (autocoding, etc) and "live casemix" determination will influence workforce structure and needs, reporting, performance monitoring and decision making.
- To explore what the scope, shape and skillset of the coding and HIM workforce might therefore look like in 1, 2, 5, and 10 years' time, including the critical systems and ideas that the workforce should be supporting.
- Identify risks and how to mitigate them.
- Share experiences in automation (success and failure) and collaboratively develop a list of key elements for success for recommendation to healthcare systems internationally.
- Make some recommendations to contribute to the debate.

WORKSHOP OVERVIEW: An engaged and effective Health Information Management workforce is critical to the success of casemix and value-based care. Workforce shortages and automation/AI advances present both challenges and opportunities. We need to reskill the HIM workforce to ensure they bring the most value in this environment for the benefits of health systems, patients and citizens. PCSI attendees are well placed to advise on how the HIM workforce of the future can best support this changing environment, and should contribute to this debate, including leveraging the benefits of AI and automation and navigating the associated risks.

This workshop will provide an opportunity for briefing on emerging issues, debate and information sharing, and to develop some key recommendations for discussion with colleagues when you return home. The facilitated workshop discussion will address issues such as:

- What does the current structure, scope of practice and skillset of the coding and HIM workforce look like across different countries. What are the variations and the gaps, and why?
- What do we expect to change over the next few years, and for what purpose?
- What are the next steps in different countries for developing the HIM Workforce. (reflections from participants from both advanced and emerging casemix countries) –
- Recommendations for HIM priorities from the PCSI community
  - Role and scope of practice of HIM, and ongoing training needs
  - How advances in digitisation and AI can support demands on the workforce
  - What role the PCSI community can play
- Developing metrics for success – performance management targets for a HIM department in relation to value-based healthcare: what data is required and how frequently, what are appropriate targets, etc.