

The City's Health: Practicum Insights

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Practicum IV Overview

This summer, our Practicum IV class explored Health Information Technology in real-world settings at various Houston internship sites. Practicum IV provided a hands-on experience in Health Information Technology, allowing us to apply theoretical knowledge in practical settings.

Our internship sites in Houston included a diverse range of healthcare facilities such as Rock Rehabilitation, Kinghaven Counseling, Allstar Hospice, IPR Healthcare, and major institutions like Memorial Hermann and MD Anderson Cancer Center.





My name is Sandra Scott, and during my practicum at Rock Rehabilitation, I contributed to their mission of providing high-quality, holistic therapy. My responsibilities included transferring patient records, auditing charts, following up on provider remittances, preparing new patient registration packages, and setting up mannequins for CPR classes. I learned to read EOBs, resubmit claims, use the NPPES NPI registry, and assemble mannequins. This experience taught me the importance of empathy and patience in patient care, reinforced my passion for rehabilitation, and equipped me with valuable practical skills. I am grateful for the opportunity and mentorship from the dedicated staff at Rock Rehabilitation.



Kinghaven Counseling Group

Building the Bridge of Hope for Youth and Their Families

Internship Opportunities

- **Observe and Submit Claims:** We worked with the Vesta software system to observe and submit claims.
- **Learn New Systems:** We became familiar in using the HHAexchange system for auditing and reconciling hours worked by home health providers.



Kinghaven Counseling Group

Building the Bridge of Hope for Youth and Their Families

Tasks and Responsibilities

- **Chart Audits:** Ensuring all consents, authorizations of care, and other necessary documents were present and up-to-date.
- **Form 2101 Compliance:** Verifying that the 2101 forms, which detail the type of home health services provided, were current.
- **EHR Integration:** Cross-checking that all information in the physical charts matched the Electronic Health Record (EHR) system before transitioning the charts to storage, as the facility was moving entirely to EHR.
- Employment Opportunity



Medical Records Department

- Centralized medical records department for all 17 locations.
- Showed us around the different sections of the department.
- Assigned the Outpatient Imaging records (OPID) prepping for scanning
 - Checked for patient name and D.O.B matching with Patient labels on both sides of the page.
 - Compiled small stacked of records with colored paper with marked location respective to the Memorial Hermann location.



Medical Records Department Cont...

- Use computers to generate and affix missing labels
- File reviewed documents and maintain organized records
- Complete prepper sheet to document completed task and progress

HARRISHEALTH SYSTEM

Harris Health System is a public healthcare safety-net provider serving Harris County, Texas residents. As an essential healthcare system, Harris Health focus on low-income uninsured, and underinsured patients through acute and primary care, wellness, disease management, population health, and correctional healthcare services. Harris Health is a recognized leader for its trauma, cardiology, stroke, neonatology, and community healthcare services.

Harris Health partnership with Baylor College of Medicine; McGovern Medical School at The University of Texas Health Science Center at Houston (UTHealth); The University of Texas MD Anderson Cancer Center; and the University of Houston Tilman J. Fertitta Family College of Medicine.

Its fully integrated electronic medical records system allows offers patients the convenience and assurance that their medical information and history is accurate, safe, and available when and where they need it.



Internship Activities

Generate reports for the Director of Coding and Clinical Documentation Improvement for measurements regarding Improving Chronic Disease Management like Diabetes.

Report A1-112 Comprehensive Diabetes Care: Foot Exam

Population: Patients 18-75 years of age with diabetes with diabetes (type 1 and type 2) who received a foot exam (visual inspection and sensory exam with monofilament and pulse exam) during the measurement year.

Exclusion 1: Patients who have had either a bilateral amputation above or below the knee, or both a left and right amputation above or below the knee before or during the measurement period.

Exclusion 2: Patients who were in hospice care during the measurement year.

During my internship, I gained knowledge in data analytics, Use of Epic Software, and advanced Excel.



Allstar Hospice

Allstar Hospice Inc. stands out in our field by offering a diverse selection of services and procedures to cater to your individualized needs. All services are performed by qualified and experienced medical professionals in order to provide peace of mind.

Activities During Practicum:

- Update payment rate for respite and general inpatient care
- Manage email marketing campaigns for 2024, 2025
- Update Marketing spreadsheet with information about potential customers like hospitals, skilled nurse facilities, nursing homes...
- Create incident and complaint log for CHAP visit
- Convert consent form into fillable pdf form



IPR Healthcare Systems & Mercury Clinical Research



IPR Healthcare Systems is a Home Health and Hospice Agency that serves the entire Greater Houston Area, with sister company Mercury Clinical Research, that conducts clinical trials in and around the Greater Houston Area.

IPR offers a slew of services, including skilled nursing, occupational therapy, medical social work, wound care, mobile imaging, speech therapy, home health aides, as well as programs for COPD, Diabetes, CHF, and much more.

MCR manages all aspects of clinical trials and research programs, from marking, regulatory, and safety reporting to coordination, patient scheduling, and query resolution. The specialties they work with in their clinical trials and research include internal medicine, cardiology, sleep medicine, podiatry, endocrinology, neurology, and more.



IPR Healthcare Systems & Mercury Clinical Research

Practicum Experience at IPR and MCR:

Hospice:

- File Organization
- Observe IDT Meetings
- Chart audits with both quantitative and qualitative analysis

Home Health:

- Assembly of Medicare Coverage Contracts
- Assembly of consents, vitals tracking, and informational forms for new patient admissions

MCR:

- Promotional Materials for New Clinician Outreach
- Human Resources
- Wrote a Public Outreach Educational Article on RSV, to be published when their site goes live



The background features a light blue surface covered with various hand-drawn business diagrams in dark blue ink. These include flowcharts, bar charts, pie charts, and organizational charts. Some diagrams are labeled with words like 'PLAN', 'MANAGEMENT', 'PROGRESS', 'IDEA', 'START', 'MAX', 'UP', and 'DOWN'. There are also arrows indicating flow and direction, and some circular diagrams with people icons representing teams or networks.

Decoding Healthcare

Our internship Experience with MD Anderson's
Revenue Operations and Coding Team

Angela Tademy and Tanyi Macndip



TANYI MACNDIP

HEALTH INFORMATION TECHNOLOGY STUDENT

Spring 2024
Internship at MD
Anderson



Getting into the MD Anderson internship program

- Referenced to MD Anderson by my program director
- Received an email from MD Anderson welcoming you

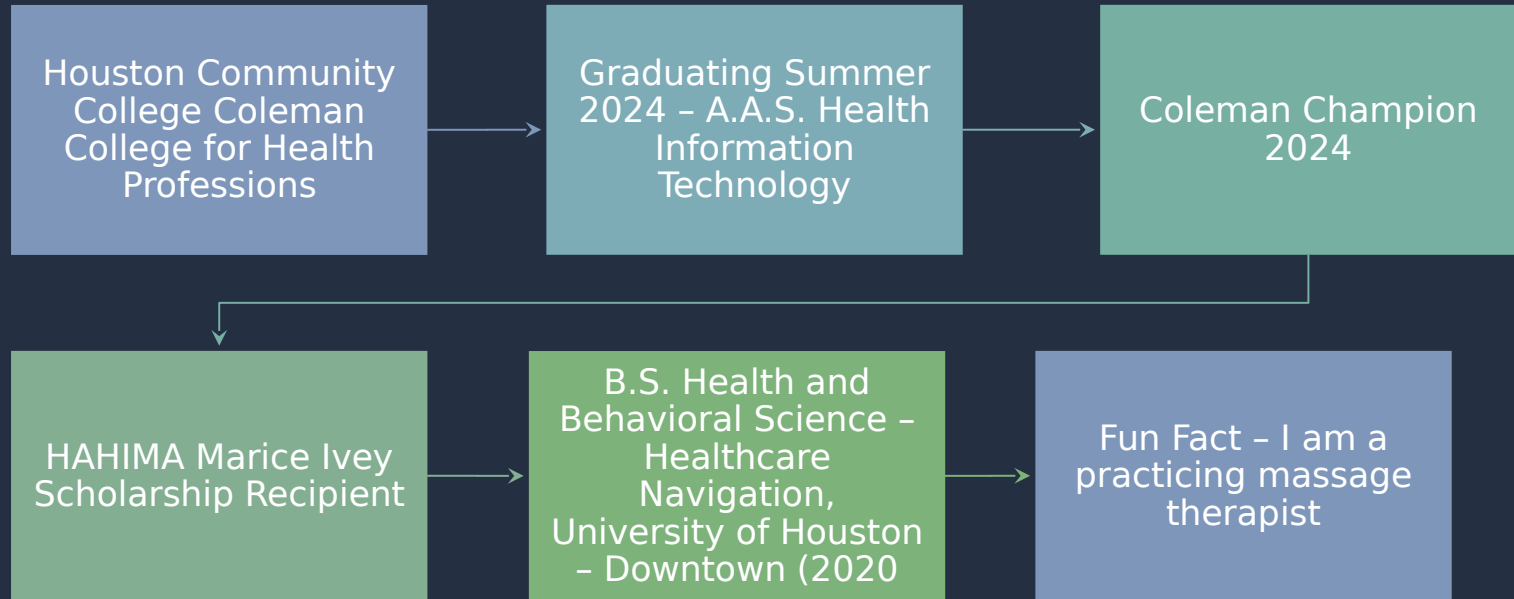
Stage 1


- Login Credential- submit documents
 - Proof of enrollment for the present semester
 - Research Interest
 - Credential / Credential Evaluation
 - Curriculum Vitae / Resume
 - Two Recommendation Letters
 - Comply with MD Anderson Immunization requirement

State 2

- Offer Letter for the internship appointment
- Completion of the Institutional Mandatory Training and onboarding Checklist
- Virtual Orientation
- Clearance to start

Angela Tademy





About MD Anderson Cancer Center

THE UNIVERSITY OF TEXAS
MD Anderson
Cancer Center
Making Cancer History®

*The Setting of My Journey: The University of
Texas MD Anderson Cancer Center
Where Excellence Meets Compassion*

OUR MISSION

Eliminate cancer in Texas, the nation and the world through outstanding programs that integrate **patient care, research and prevention**, and through **education** for undergraduate and graduate students, trainees, professionals, employees and the public.



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OUR VISION

We shall be the **premier cancer center in the world**, based on the excellence of our people, our research-driven patient care and our science.

We are Making Cancer History®.

Our Core Values

Caring

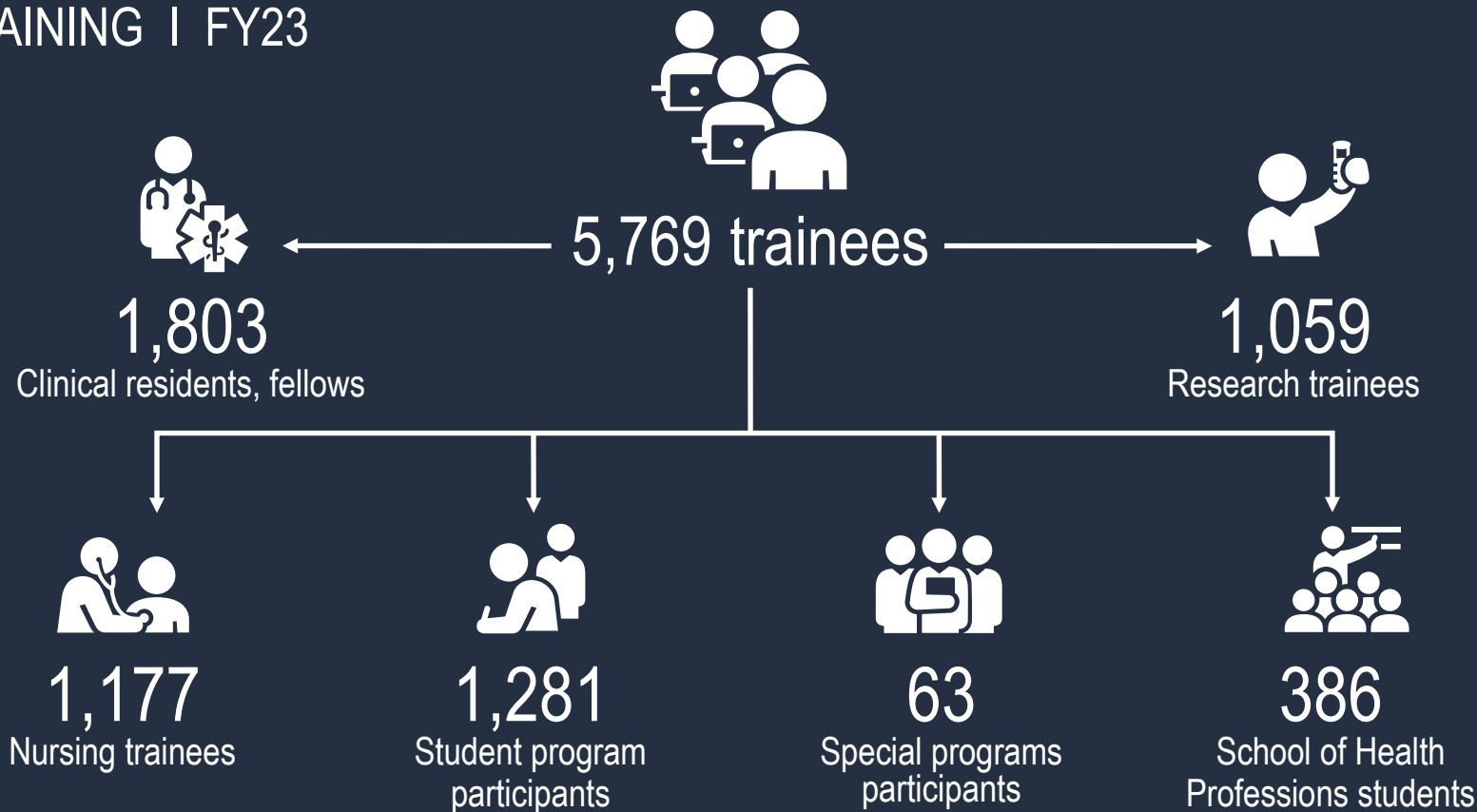
Integrity

Discovery

Safety

Stewardship

EDUCATION AND TRAINING | FY23

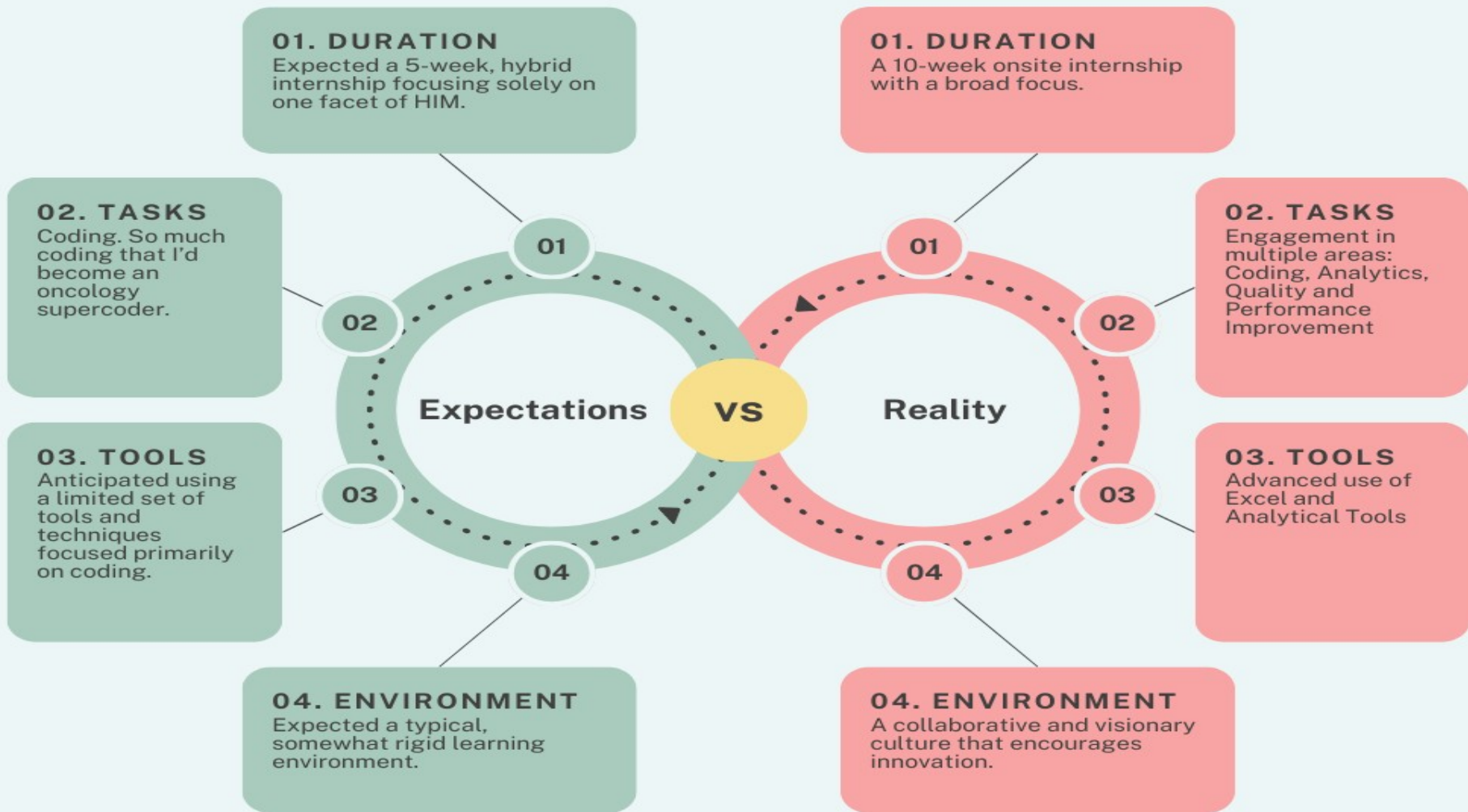


MD Anderson Cancer Center: Angela



Expectations
vs
Reality





Overview of Projects



- **Quality Education & Evaluation Portfolio**
- **Analytics**
- **Simple Visit Coding**
- **3M 360 Workflow Analysis**

3M 360 Encompass
Coder Workflow

CAC, CDI, and Performance Monitoring

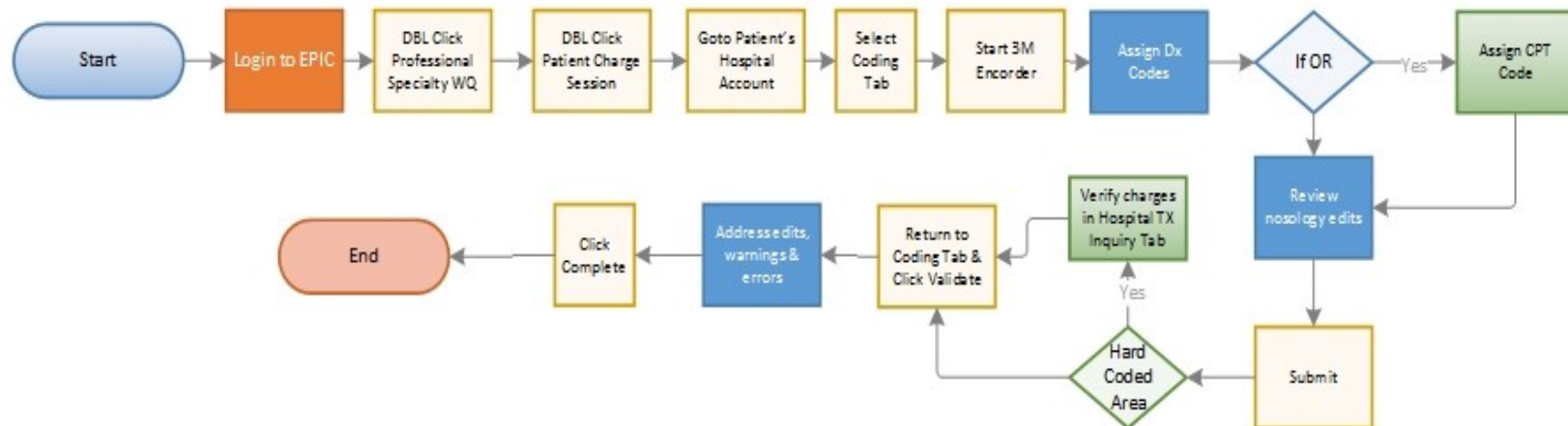
Strategies for Decreasing Denials

Workflow and Coder Shadowing

Impact and Continuous Improvement

Coder Workflow

Coder



Professional Billing (PB)



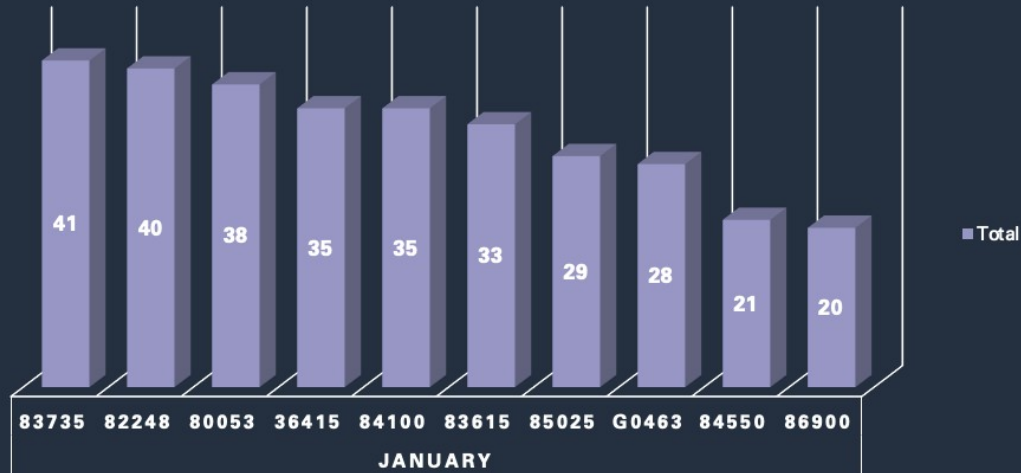
Analytics Assignment IV

Charge Service Date	(All)
Row Labels	Count of Denied CPT Code
January	320
83735	41
82248	40
80053	38
36415	35
84100	35
83615	33
85025	29
G0463	28
84550	21
86900	20
Grand Total	320

Row Labels	Count of Denied CPT Code
36415	5381
80053	4627
82565	4701
83615	4187
83735	5739
84100	4476
85025	5435
86900	4181
86901	3735
G0463	5108
Grand Total	47570

Row Labels	Sum of Line Denied Amount (\$)	Count of Denied CPT Code
1/1/2023	13521	
1/10/2023	57734.28	96
1/11/2023	183598.79	63
1/12/2023	50566.4	18
1/13/2023	101472.3	73
1/15/2023	57804.37	13
1/16/2023	10602.35	12

TOP 10 CPT DENIALS
JANUARY 2023



Quality Education & Effectiveness Portfolio

Purpose: Improving quality through the monitoring of key results indicators (KRIs):

- Clinical documentation
- Revenue
- Patient Satisfaction



Quality Education & Effectiveness Portfolio

The Team

Edith Ballard, Sponsor

Dr. George Perkins, Sponsor

Melanie Auguillard, Project Owner

Bao-Tam Duc Le, Project Manager

Jennifer Griffiths, Asst. Project Manager

James Wang, EDI Interface

Erica Sullivan, Educational Development

Candace Garza, ROC Reporting

Jonathan Bailey, ROC Reporting

Nguyen Tanh Le ROC Reporting

Marvin Ventura, IT Engineering

Dr. Xiaoqian Jiang, MSBMI Generative AI

Martin Ford, OneConnect Reporting Analytics

Moving Forward: Lessons Learned



- Embraced Excel & Data Analytics
- Enhanced understanding of EPIC and coding workflows
- First-hand look at key leaders involved in strategic planning and RFPs
- Witnessed project management in action
- Inspiration to lead

The image features a light blue background with a decorative pattern of hexagons in the corners. The hexagons are in two shades of blue: a medium blue and a lighter, sky blue. Some hexagons are solid, while others are outlined. They are arranged in a way that they appear to be part of a larger, repeating geometric pattern.

THANK YOU