CASE STUDY

Sentara™ – Customized Physician ICD-10 Training

"95% of the Sentara providers have completed their ICD-10 training – nearly 3000 people!! That is beyond our expectation for sure"

Marcia McCoy
ICD-10 Project Director
Sentara
(Sentara achieved 95% completion 4 weeks prior to the expected completion date)

Case Study: Sentara™

ICD10 Training: 3000 Physicians, 12 hospitals, 100 sites of care across 3 states

Sentara health is recognized nationally in two national top 50 rankings in America's best hospital rankings in U.S. News & World Report, and Norfolk General is recognized as the number one hospital in Virginia.

Sentara employs over 28,000 staff to meet the needs of patients across 3 states:
- 126-year not-for-profit history
- 3,800 physicians & mid-level providers
- 12 hospitals
- 100 ancillary care sites

Overview

Along with the rest of the nation, Sentara needed to adequately prepare their physicians for the ICD-10 transition. Based on previous experiences, they understood why traditional training including lengthy online modules or classroom training for ICD-10 training would be minimally effective for their busy group of physicians. Because of this experience, they were drawn to the unique ICD-10 training curriculum developed by ImplementHIT in partnership with the American Health Information Management Association (AHIMA). Instead of 1-3 hour online courses targeted at the specialty level, the ImplementHIT approach developed specifically for physician learners, was "bite-sized", 3-5 minutes on average for each module, developed at the condition or procedure level. Using Sentara's historical billing data, a customized curriculum was created for 60 specialties and subspecialties, assembling highly relevant lists of "bite-sized" skills that were immediately relevant to the learner (see Orthopedic – Hand Surgery curriculum example below). After the transition, physicians had access to summarized ICD-10 performance support information consistent with the initial training via their IOS and Android mobile devices, as well as OptiQuery™ links embedded into their EHR (i.e. Epic).

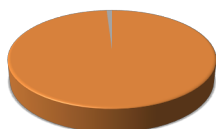*Image 1. Learner view: Customized Orthopedic Hand Surgery ICD-10 curriculum.*

Case Study: Sentara™

ICD10 Training: 3000 Physicians, 12 hospitals, 100 sites of care across 3 states

Over **3000** Physicians Trained

99% Final Completion

Outcomes from Training

By the expected training completion date, 99% of Sentara's 3000 physicians completed their assigned training. Much of this success is due to the dedication and hard work of the Sentara ICD-10 team, included practice managers who leveraged training reports daily to help "nudge" providers to complete training in time.

"The Sentara ICD-10 training project leveraged the power of our training platform, using the physician's historical billing data to tailor a curriculum that is customized and relevant at scale. By combining our software with "Bite-sized" micro-learning course we call skills, about 5 minutes in length each, we can boost participation, attention and retention of knowledge"
Andres Jimenez MD, Founder and CEO of ImplementHIT

Solution

Diabetes Mellitus, Type II

DOCUMENTATION POINTS:

-Indicate the type or cause of Diabetes, such as: Type I vs. Type II, due to underlying condition (such as Pancreatic disease or Cushing's syndrome), or drug/chemical induced (such as immunosuppressive or chemotherapy drugs).

-For skin related complications (such as skin ulcers), document the detailed location and laterality (right ankle).

-For diabetic retinopathy, distinguish between proliferative or non-proliferative (mild, moderate, severe), and indicate the presence or absence of macular edema.

-For peripheral vascular disease complications, document the presence or absence of gangrene.

-When hypoglycemia is the presenting symptom, document the presence or absence of coma.

-For neurologic complications, differentiate between mononeuropathy, polyneuropathy, autonomic polyneuropathy, or amyotrophy.

-Include documentation regarding any oral or arthropathy complications.

OptiQuery™ Mobile and Browser

Unlike responsive design of elearning, which simply takes online training courses designed for the PC, and resizes the content for display on a mobile device, the ImplementHIT OptiQuery tool truly supports the physician real time. Via voice queries, keyword search or browsing, the physician can instantly review the most high-yield information about a diagnosis or procedure in about 90 seconds. No sifting and quickly reading through a query result, it just in time and just enough information. Physicians can save the topic for later review, and feedback provided helps to "Suggest" learning to the physician's peers in the same specialty, via Machine Learning algorithms.

Via OptiQuery Browser and Single Sign On (SSO), Sentara enabled OptiQuery search on any ICD-10 topic, right from within Epic EHR. All learner activity is tracked, and physicians can claim a maximum of 20 AMA Category 1 CME credits for all ICD-10 training completed.

"Having a dynamic physician on board, like Dr. Jimenez, to represent the product with passion and industry expertise is a great differentiator, especially because so much online learning out there is not well thought out."
Laura Chmielewski MBA
Senior Product Manager, Business Innovation, AHIMA