HIM and HIT Effectiveness in The Enterprise
Complementary Facilitators of the Evolving 21st Century EHR

Cecilia R. Plata, RHIA, CPHI, CHP.
HIM Consultant, Interim Director and EPIC Implementation, Harmony Health
AHIMA Approved Revenue Cycle Trainer
LSU Sha’Carri Richardson broke the women’s 10 meter collegiate record 2 weeks ago
OSCAR PISTORIUS
From South Africa
Olympic Runner
400 M – London, 2012
Oscar Pistorius
Wins T44 400M Final
2012 Paralympics  (1:39 mins)

https://www.youtube.com/
Rule 1: ROBOTS are not human and HUMANS are not robots.
STORE PICKUP:
Order online and pickup
At the store for free!
Rule 2: Control in large Enterprises must remain HUMAN AT ALL CRITICAL POINTS AT EVERY LEVEL.

The Boeing 737 Max Disasters (385 lives lost) are blamed on a Robotic Flight Program which was NOT controllable by the Pilots programmed because (speculation): (a) programming error, (b) the pilots didn't know then how to take control of the plane, (c) It was set that way as an anti-high jacking measure, or (d) A combination of (a), (b), and (c).
Rule 3:
Computer programs and Robots ultimately are a reflection of their creator’s mindset and world-view.
“THE ONLY CONSTANT IN LIFE IS CHANGE”

Heraclitus of Ephesus (c. 535 – c. 475 BCE)

Each Person Reacts **differently** to the Same Change

**INDIVIDUAL**

Cultural Accommodation and Negotiation

Frederick T.L. Leong, PhD, professor of psychology and psychiatry, Michigan State Univ.; Consortium for Multicultural Psychology Research.
A MINDSET is
A set of common assumptions, methods, or notations held by one person or groups of people. It can be seen as a reflection of a person's world view, character or philosophy of life.
Growth
MINDSET
Fixed

GROUP THINK
ANCESTRY
EXPERIENCE
TRAINING
HEALTH
BELONGING
Emotions

DNA
CULTURE
Physical, Economic, ENVIRONMENTS
Social, Political, Generational

DNA
Genes, Natural Gifts, Agility, Metabolism, etc.

ANCESTRY
Folk Traditions, Customs, Rituals, Values, Superstitions

CULTURE
Religious Education, Patriotism, etc.

GROUP THINK
Belonging, Emotions

EDUCATION
Education at all Levels

TRAINING
Work Experience
Successful Product Orientation
Work with own hands/mind

MINDSET
Fixed Growth

HEALTH
Belonging, Emotions

EXPERIENCE
Creditable

ENVIRONMENTS
Social, Political, Generational Growth
Physical, Economic, ENVIRONMENTS
Social, Political, Generational

DNA
ANCESTRY
Religious Education, Rituals, Values, Superstitions
Religion, Education, Folk Traditions, Customs, etc.

CULTURE
Patriotism, etc.

TRAINING
Work Experience, Work with own hands/mind
Successful Product Orientation

EXPERIENCE
Creditable

HEALTH
Genes, Natural Gifts, Agility, Metabolism, etc.

MINDSET
Fixed

GROUP THINK
Belonging, Emotions

OUTPUT
Growth

15
Physical, Economic, ENVIRONMENTS
Social, Political, Generational

DNA  ANCESTRY
Genes, Natural Gifts, Folk Traditions, Customs,
Agility, Metabolism, etc. Rituals, Values,
Education at all Superstitions
Levels
Religious Education Creditable
Education at all Successful Product
Levels
Patriotism, etc. Orientation

CULTURE  EXPERIENCE
Belonging Work Experience
Religious Education Earning, Negotiation skills
Patriotism, etc. Work with own hands/mind

HEALTH  TRAINING
Belonging
Healthy

GROUP THINK
MINDSET
Fixed

OUTPUT
Decisions, Counsel
Opinions, Conclusions,
Emotional Tone, Stability
16 Occupational Clusters

1. Agriculture, Food & Natural Resources
2. Architecture & Construction
3. Arts, A/V Technology & Communications
4. Business Management & Administration
5. Education & Training
6. Finance
7. Government & Public Administration
8. Health Sciences and Medicine
9. Hospitality & Tourism
10. Human Services
11. Information Technology
12. Law, Public Safety, Corrections & Security
13. Manufacturing
14. Marketing
15. Science, Technology, Engineering & Mathematics
16. Transportation, Distribution & Logistics
GENETICS
LEGACY CULTURE TRAINING

Professional ANCESTRY
(Document & Oral History)

Caregivers, Agriculture, Natural Resources, Environment, Arts, Audio-Visual Technology & Communications
Education & Training, Health Sciences, Hospitality & Tourism, Human Services
Religious Occupations.

MEDICINE & HEALTH SCIENCE PROFESSIONS HIM

CAREGIVERS / ARTISTS / AGRICULTURE

GENETICS
LEGACY CULTURE TRAINING

Business, Mgmt. Administration Finance, Accounting, Public Admins,
Government, Entrepreneurship Law, Public Admin., Public Safety,
Manufacturing, Marketing Sales, Services, Transport & Logistics

ADMINISTRATION SUPERVISION

BUSINESS, INVESTMENTS & LAW

GENETICS
LEGACY CULTURE TRAINING

Computer Sciences
Science, Architecture, Construction,
Information Technology
Scientific Research
Engineering, Electrical Chemistry, etc.

HEALTH INFORMATION TECHNOLOGY

SCIENTISTS/ENGINEERS/CHM./MATHEMATICS
INTELLECTUAL ANCESTRY
TRAINING /EDUCATION
Who trained you?
What did you learn?
Where did you learn it?

NATURAL
TALENTS & GENES
What comes easy?
What do you enjoy?

EXPERIENCE
Healthcare, Teaching, Commerce, Law/Security Production and Sales, Other.
DNA

ANCESTRY

Education at all Levels
Religious Education
Patriotism, etc.

CULTURE

Folk Traditions, Customs, Rituals, Values, Superstitions

TRAINING

Work Experience
Work with own hands/mind

EXPERIENCE

Creditable
Successful Product Orientation

GROUP THINK

Belonging
Emotions

HEALTH

Genes, Natural Gifts, Agility, Metabolism, etc.

Growth Mindset
Fixed

OUTPUT

Decisions, Counsel
Opinions, Conclusions, Emotional Tone, Stability

Physical, Economic, ENVIRONMENTS
Social, Political, Generational

16
Friend
Outside Of Work

Work With Or Supervise

Collaborator
In Another Department

Boss

Me

W
“MAY THE FORCE BE WITH YOU AND YOUR TEAM”

Star Wars

“To him who knows how to do right, but does it not, to him it is sin.”

New Testament

Thank You and Gracias!
QUESTIONS?

COMMENTS!
PRACTICE PACKET

FOUR SLIDES
INFORMATION SCIENCE
Architecture, Organization, Management, Access, Retrieval
[MEDICAL RECORD]

ELECTRICAL ENGINEERING
COMPUTER ENGINEERING
COMPUTER SCIENCE
INFORMATION ENGINEERING
INFORMATION SYSTEMS
INFORMATION TECHNOLOGY

MEDICAL INFORMATICS
ELECTRONIC MEDICAL RECORD
E-MR

[MEANS TO END]

END (Purpose): TO IMPROVE PATIENT CARE
16 Occupational Clusters

1. Agriculture, Food & Natural Resources
2. Architecture & Construction
3. Arts, A/V Technology & Communications
4. Business Management & Administration
5. Education & Training
6. Finance
7. Government & Public Administration
8. Health Sciences and Medicine
9. Hospitality & Tourism
10. Human Services
11. Information Technology
12. Law, Public Safety, Corrections & Security
13. Manufacturing
14. Marketing
15. Science, Technology, Engineering & Mathematics
16. Transportation, Distribution & Logistics
Collaborator
In Another Department
[Health Information Technology]
Friend
Outside Of Work

Boss

Collaborator
In Another Department

Work With Or Supervise
SUPPLEMENTARY SLIDES

5 HISTORICAL LEGACY SLIDES
1 POTENTIAL ACTIVITIES

HIM and HIT: EFFECTIVENESS IN THE ENTERPRISE
Cecilia R. Plata, RHIA, CPHI, CHP
AHIMA Convention, June 23-25, 2019
903 452 2930 or platac@hotmail.com
TRANSlATION FROM PAPER RECORD TO ELECTRONIC PATIENT RECORD IN US

One e-Medical Record = Many Simultaneous Viewers in Real Time
<table>
<thead>
<tr>
<th>YEAR</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1750</td>
<td>Coding for cause of Death</td>
</tr>
<tr>
<td>1920</td>
<td>Medical records showed improvements in healthcare</td>
</tr>
<tr>
<td>1940</td>
<td>Advances in surgery techniques</td>
</tr>
<tr>
<td>1941</td>
<td>Coding for cause of Illness</td>
</tr>
<tr>
<td>1950</td>
<td>Coding for cause of Illness</td>
</tr>
<tr>
<td>1960</td>
<td>HEALTH INFORMATION MANAGEMENT</td>
</tr>
<tr>
<td>1962</td>
<td>AHIMA was formalized: Training and Medical Record Standards</td>
</tr>
<tr>
<td>1970</td>
<td>Computer-Assisted Medical Transcription</td>
</tr>
<tr>
<td>1971</td>
<td>ICD System Coding Classification of Diseases – Computer-Assisted Coding</td>
</tr>
<tr>
<td>1977</td>
<td>CERNER &amp; EPIC Systems Progressive Development the integrated eMR</td>
</tr>
<tr>
<td>1981</td>
<td>Installations of Integrated eMR in Med. Centers</td>
</tr>
<tr>
<td>2000</td>
<td>ICD-10 Coding Version Classification of Diseases</td>
</tr>
<tr>
<td>2008</td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td></td>
</tr>
</tbody>
</table>
### OWN HISTORY

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1750</td>
<td>Start of the &quot;Industrial Revolution&quot;</td>
</tr>
<tr>
<td>1920</td>
<td>Era of Antibiotics began with Penicillin</td>
</tr>
<tr>
<td>1940</td>
<td></td>
</tr>
<tr>
<td>1941</td>
<td></td>
</tr>
<tr>
<td>1950</td>
<td>Health Information Technology&lt;br&gt;Integration of multiple databases &amp; adaptation to generalized multi-user patient health care records</td>
</tr>
<tr>
<td>1960</td>
<td></td>
</tr>
<tr>
<td>1962</td>
<td>HIMSS formalized, Training, Standards, Yearly Mtg.</td>
</tr>
<tr>
<td>1970</td>
<td>Development of the INTERNET</td>
</tr>
<tr>
<td>1971</td>
<td>Start of the &quot;Information Age&quot;</td>
</tr>
<tr>
<td>1977</td>
<td></td>
</tr>
<tr>
<td>1979</td>
<td>Functional Record Scanning integration</td>
</tr>
<tr>
<td>1981</td>
<td>Advanced Programming Developed &amp; Standardized</td>
</tr>
<tr>
<td>2000</td>
<td>Informatics Science developed in specialty areas</td>
</tr>
<tr>
<td>2008</td>
<td></td>
</tr>
<tr>
<td>2020</td>
<td>Integration of all patient history in one single eMR</td>
</tr>
</tbody>
</table>
# BUSINESS, INVESTMENTS & LAW

**Commerce - The art to Buy, Sell, Invest and Profit**

Education: Business and Economics  
**AIM:** To obtain most return for a dollar  
**Degrees:** BBA, MBA, Account, Law

<table>
<thead>
<tr>
<th>YEAR</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>1750</td>
<td>Early Manual Accounting</td>
</tr>
<tr>
<td>1920</td>
<td>Cost Accounting Refined in hospital health care</td>
</tr>
<tr>
<td>1940</td>
<td></td>
</tr>
<tr>
<td>1941</td>
<td></td>
</tr>
<tr>
<td>1950</td>
<td>Medical care standards by various Societies</td>
</tr>
<tr>
<td>1960</td>
<td>Computers Generalized as a Business Tool</td>
</tr>
<tr>
<td>1962</td>
<td>Coding and standards linked to Pay-for-Service</td>
</tr>
<tr>
<td>1970</td>
<td>Computerized patient billing</td>
</tr>
<tr>
<td>1971</td>
<td></td>
</tr>
<tr>
<td>1977</td>
<td></td>
</tr>
<tr>
<td>1979</td>
<td>Institutional Transitions from pMR to eMR</td>
</tr>
<tr>
<td>1981</td>
<td>Increase efficiency of MR to real time</td>
</tr>
<tr>
<td>2000</td>
<td>Early integration of Databases across Enterprise</td>
</tr>
<tr>
<td>2008</td>
<td>Integrated eMR for system hospitals and clinics</td>
</tr>
<tr>
<td>2020</td>
<td>Fully Integrated eMR across communities</td>
</tr>
</tbody>
</table>
POTENTIAL ACTIVITIES TO IMPROVE COLLABORATION AND WORKFLOW

1. TRAINING, TRAINING AND TRAINING! TO then set minimal certified competencies applicable to Data Quality, Analysis and Workflow.

2. Focus on identifying and resolving workflow “bottlenecks.”

3. Learn the other department/culture, language, value system and standards.

4. Generalize two foundation courses in each collaborating cluster (e.g., HIM and HIT).

5. Establish cross-internships between collaborating areas.

6. As often as possible, use a team approach to “problem resolution” always including both technology and practice workers.

7. Set defined departmental continuous improvement goals and objectives that are related to those defined for the enterprise.