



# intellis POWER HOUR

## QUERY COMPLIANCE



### PRESENTER:

**Allison Van Doren, RN BSN CCDS CDIP CRC**  
Vice President of Clinical and Quality Services

Allison brings over 15 years of cardiac and surgical care nursing experience at academic medical centers. Additionally, she has extensive experience with CDI, quality initiatives, health information management and electronic medical records.

Allison found her passion in CDI focusing on both education and quality. She understands her clients' complex needs. She and her team of industry experts are committed to providing knowledge-based training, support solutions, and excellent customer service.

### Allison's accomplishments include:

- Presentations for several national organizations regarding CDI's role in Patient Safety Indicators, mortality risk adjustment, and query compliance.
- Assisted in the creation and development of CDI quality initiatives at large academic health systems.
- Educated over 100 physicians regarding quality documentation.
- Provides ongoing supervision, education, and guidance to large CDI programs.
- Performed query compliance reviews for a Big Four accounting firm.

As part of the Intellis Team, Allison's promise is simple yet powerful: *Intellis puts the customer first. As industry-leading experts, we assist in assessing and meeting your specific needs.*

### What's a Power Hour?

An Intellis Power Hour is an informative session taught by experienced presenters to address specific health information management concerns, provide up-to-date information for industry professionals, and promote best practices. This Power Hour focuses on appropriate query practice and compliance while also highlighting recent changes to AHIMA's Guidelines for Maintaining a Compliant Query Practice.

### Questions to consider:

- Are you aware that the Office of Inspector General (OIG) is concerned with, and monitoring for, inappropriate query practice?
- Is your health system current with and adhering to the most recent updates to AHIMA's Guidelines for Maintaining a Compliant Query Practice?
- Could use of templates be interfering with your ability to maintain an appropriate query practice?
- How can you monitor and maintain a highly compliant query process?

### Presentation includes:

High quality documentation is the goal of the CDI process. By utilizing education and queries, CDI staff strive to accurately reflect the hospital stay and care rendered. This program provides education on updates from the most recent AHIMA guidelines, elements necessary for high quality documentation, and how to execute a successful query & education process to impact your organization. When documentation is lacking, the CDS or coder is tasked with engaging the provider to clarify the record often via a query. The query process is reviewed with emphasis on maintaining compliant practice from inpatient admission through post-discharge review. Elements of compliant practice in the outpatient setting are also briefly discussed.

- This presentation has been AHIMA-approved for 1 CEU

**To schedule a POWER HOUR for your team,  
please contact us: [sales@intellisQ.com](mailto:sales@intellisQ.com).**