

Testimonials

Conference Attendees:

Selection of feedback from ACDIS National Conference 2018

Dr. Remer is the best!; Great topic – Dr. Remer was awesome! Would love to have other sessions with her; Best seminar of the conference. Great information and materials – the speaker was phenomenal. Would get her to do as many lectures as you can!; Fabulous, excellent session. One of my favorites!! Many of us in the audience were wishing that the session could have gone on much longer...: Wonderful speaker, engaging and informative; My favorite presentation of the week. Dynamic speaker, great slides, very helpful information!!; Dr. Remer is my hero!; I could have listened to Dr. Remer all day. She was so engaging and informative.; Erica Remer is a great speaker and kept the audience engaged.; Please consider Dr. Remer as a keynote speaker. She is energetic and dynamic.; Dr. Remer was outstanding!; Best presentation in this conference.

As a nationally-known physician advisor who literally wrote the book on hospital utilization review (*The Hospital Guide to Contemporary Utilization Review*, published by HCPro, 2015), my CDI knowledge was limited. A full-day training by Dr. Remer at the 2017 ACDIS National Conference changed that. Her presentation was comprehensive and covered the range of important CDI issues. Her presentation style is engaging and replete with ways to understand complex concepts. Not only does she fill attendees with information, but also with enthusiasm.

***Ronald Hirsch, MD, FACP, CHCQM*
VP, Regulations and Education Group;
R1 Physician Advisory Services (previously known as Accretive)**

Erica Remer's full day presentation at the ACDIS Physician Advisor to CDI Boot Camp was spectacular. She shares with fervor her years of practical clinical knowledge and special educational journey that paved the way for her present career as an educator and staunch advocate of compliant physician documentation. Erica's enthusiasm for the subject matter is infectious, and she serves as a superb role model for all physician advisors who champion Clinical Documentation Integrity!

***Jeffrey Chahal, MD, CHC, CHPC, CHRC*
Consultant, Healthcare Compliance and Privacy**

As a participant in the 2017 ACDIS Physician Advisors' preconference, I had chosen Erica's track on "Holistic Documentation Improvement: The Physician Advisor as Change Agent."

I had previously heard a number of presentations on clinical documentation, but this was a first truly "holistic" presentation, encompassing not just "what," but also "why" and, especially importantly, "how." I truly appreciated the part of the presentation dealing with HCCs so I immediately emailed the COO of the medical group telling him that I have finally listened to a presentation where HCC concepts were explained superbly.

Thank you for your passion for education!

Alvin Gore, MD

Physician Advisor, Utilization Management, SRMH

Erica Remer provided the most pertinent CDI teaching I have received. It is provider friendly, clinically focused and user friendly. It is centered around portraying the patient rather than diving for dollars, and it is the first TRULY relevant formulation of CDI work to which I have been exposed. I can't recommend her enough.

Shelley Clyne, MD, MPH

**Medical Director Utilization Review and Quality;
St. Anthony Hospital**

Thank you for coming out today and speaking with our organization (NOHIMA). You are engaging, informative, and keep the program moving. I love your interjection of personal information & stories that you share.

I appreciate you.

Deidre Brooks, RHIT

Providers:

Dr. Remer has impressively crafted a method of teaching documentation to clinicians that resonates long after the session ends. Her enthusiasm ensures rapt attention from the audience and the themes are widely applicable. I'm certain any organization that invites her in will immediately realize results in the chart, the quality scores, and the bottom line.

Marcus Romanello, MD, MBA

**Chief Medical Officer
Fort Hamilton Hospital, Hamilton, OH**

Dr. Remer is able to share her encyclopedic knowledge of the arcane language of coding in a concise, practical way that physicians can understand and use in their daily work.

Her work with our medical staff has led to a significant increase in charge capture and major improvement in our system mortality rates based on much more accurate documentation and coding.

I would highly recommend Erica as a resource for your medical staff.

Alan M. Hirsh MD CPE
Chief Medical Officer
University Hospitals Ahuja Medical Center, Beachwood, OH

Just wanted to let you know Dr Dimarco came up to me and said what a great job you did. He said you took a subject that can be boring and really made a great presentation about it.

Megan Ledbetter BSN, RN
CDI Specialist
University Hospitals Geauga Medical Center, Chardon, OH

Just wanted you to know that Dr. David Myers (Gastroenterologist) called me to let me know he enjoyed watching the modules and said they were extremely professional and well done. I told him I would pass this on to you!

Wendy R. Cheney RN BSN CCDS
Supervisor Clinical Documentation Integrity
University Hospitals Parma Medical Center, Parma, OH

Dr. Remer is able to clearly identify the key coding and documentation pieces necessary to ensure that a comprehensive and compliant medical record is created for the patient in the medical, surgical and critical care environments.

Amitabh Goel MD FACS
Chief Medical Officer, University Hospitals Geneva Medical Center and
Conneaut Medical Center, Geneva and Conneaut, OH

I have so enjoyed working with you and your vast knowledge as well as enthusiasm for teaching!

Nancy J Cossler MD

**Chief, System Quality in Obstetrics
University Hospitals Health System, Cleveland, OH**

My name is Dr. Richard Friedell. I'm a psychiatrist in private practice. I just wanted to call you and compliment you for the work you did on the ICD-10 training. Seems like a difficult task that maybe you don't get many thank yous for, but I thought, given the nature of the task, you did a great job, and I just wanted to tell you that.

***Dr. Richard Friedell*
Psychiatrist
Beachwood, OH**

Clients

Sepsis is being accurately diagnosed and documented more consistently since your visit. The queries are working out great, and now that the doctors are on board with the Sepsis-3 definition, we are able to dialogue about current cases more productively. Our partnership has really improved. Thank you for being so brilliant, inspirational, and down to earth. Please keep writing, too; you have an amazing way of explaining things that I truly appreciate. The Dr. Phil of CDI!

***Paula Bergstrom, RN, BS, CCDS, CCM*
Clinical Documentation Improvement
Southern NH Medical Center**

We were pleased to have Dr. Remer spend a week with us at our organization. She was meticulous in preparing for the engagement and in understanding our particular opportunities, no small feat for a large and relatively new system with very different issues in each region. She engaged well with every level of audience: coders, CDIS nurses, finance leadership, APPs and physicians, encouraging questions and answering from a deep knowledge of the topic areas. She was respectful of our internal Quality and CDI efforts and complimentary to staff and leadership on areas of accomplishment. She left us with a new level of interest from many of our service line leadership and a renewed sense of possibility from within our CDI team. We may well engage her services again in the future.

***Margaret Reidy, MD*
Senior Healthcare Consultant
UCHealth, Colorado**

Dr. Remer is extremely knowledgeable and an excellent teacher. Her ability to review coding practices and explain opportunities clearly is helping us improve our processes, and we are looking forward to using more of her expertise.

***Richard Gregg, MD, FCCM, FACP*
Chief Utilization Officer; Director of Medical Informatics
Kettering Health Network**

Dr. Remer's knowledge, skills, and experience allowed her to "hit the ground running" to help us evaluate medical record documentation to support accurate coding, billing, and quality reporting. Dr. Remer's expertise was evident as she assimilated her observations and data regarding our documentation opportunities into concise, tailored to audience, meaningful educational content. She effectively delivered this education via 1:1 conversations, and with groups of physicians, as well as with CDI, Coding, and Utilization Management subject matter experts. Dr. Remer's operational knowledge of effective hospital Clinical Documentation programs is being woven into improvement of our own program to support our physicians and Documentation Excellence!

***JoAnn Yohn*
Vice President, Revenue Cycle Management
Kettering Health Network**

Dr. Remer provided our entire staff a unique angle of deliverables and education stemming from her hands-on expert experience in physician documentation and coding. She designed and delivered a focused message to each level of end-user, from CDI, to Coder, to Physicians and Leadership. Her energy ignited our passion for Documentation Excellence and birthed a new, robust vision for our program that has been embraced at all levels. Our engagement with Dr. Remer was a rarity in that her desire for us to grow far exceeded any other motive we have experienced with other consultants.

***Kathy Murchland, RHIA, CDIP*
Manager Documentation Excellence
Kettering Health Network**

It was an absolute pleasure working with you. The medical staff that did attend were very happy with the training.

You were the perfect fit for Aspen Valley Hospital.

Stacy Curtis, RHIT
Director Medical Records
Aspen Valley Hospital, Aspen, CO

Dr. Remer visited Aspen Valley Hospital in 2015, in preparation for the ICD-10 implementation. She presented numerous times to the medical staff, dividing out her presentations into subspecialty focus. Each physician found Dr. Remer to be knowledgeable about this topic. She provided real-time examples of clinical documentation and appropriate coding, which are used today to reinforce training of the staff. Dr. Remer was adept at handling all questions from any sub-specialty. We would highly recommend Dr. Remer for any hospital or medical provider needing clinical documentation assistance!

Elaine Gerson, RN, JD
General Counsel
Aspen Valley Hospital, Aspen, CO

The feedback from your presentation (Doctors' Role in Denials Management, SWAT: Back to Basics Bootcamp, Healthcare Association of New York State, November 29, 2016) was very positive. In fact, it was the highest rated of the day. We heard that folks thought it would be great if you could speak to their physicians.

Thank you for doing this for us and tailoring your presentation to their specific interests.

It was a pleasure working with you.

Loretta B. Willis, RN, BS, CPHQ, CCM
Acting Vice President, Quality and Research Initiatives
Healthcare Association of New York State

Residents:

Thank you for your recent presentation on proper documentation. As I begin my internship, I feel I have a much better grasp of what is pertinent to include in my notes because of your lecture. By focusing on only including the important and necessary factors of patient encounters as you discussed, I can more effectively create a clear and concise note. This will ultimately lead to better communication with my team and hopefully better patient outcomes. I would highly recommend that all residents and health care professionals have the opportunity to participate in this experience.

Naveen George, DO, MHSA
PGY1 Neurology
University Hospitals Case Medical Center, Cleveland, OH

Revenue Cycle, Coding, and CDIS

On behalf of the Revenue Cycle Management department, I wanted to express our sincere thanks for the impact you've had in our organization as a whole. Your expertise and passion for your work is evident in your approach. In addition to the successful transition to ICD10, you have provided tremendous support for Coding, CDI and Quality. We appreciated your personalized methodology to creating and effectively delivering customized education at the service line, department and provider level. You have been a great teacher to the team and an excellent instructor to our providers. Thank you.

Euthemy (Kathy) LeBrew
System Vice President, Revenue Cycle Management
University Hospitals Health System, Cleveland, OH

I just want to say thank you for all that you have taught me. I learned so much from you.

Belinda Haywood, RHIA, CHTS - TR
Coding Analyst, Inpatient Coding
Health Information Services
University Hospitals Health System, Cleveland, OH

I just wanted to take this time to thank you for your all of your guidance and knowledge. I came to appreciate your passion with understanding coding guidelines while trying to make sure we represent our patients in the best possible way. I learned a lot from you which helped me to understand the clinical aspect of the CDI program and use that knowledge to educate our medical staff on appropriate documentation.

Lisa Lorenzi
Clinical Documentation Integrity Specialist
University Hospitals Ahuja Medical Center, Beachwood, OH

I appreciate having had the opportunity of learning from you this past year, from the way you approached coding to your insight into physicians' documentation.

Know you are leaving HIS in a stronger ICD-10 position because of your work.

Carol A. Reynolds, RHIT
Coding Analyst, Health Information Services
University Hospitals Health System, Cleveland, OH

I want to take this opportunity to thank you for your commitment to the Mortality meetings and sharing your vast knowledge of ICD 10. The meetings may be shorter, but I will miss hearing you say "I have a question". You will be missed.

Sue Ryan
Quality Improvement RN
University Hospitals Health System, Cleveland, OH