



AHDI

Employer/Learner Surveys

2018



Acknowledgements

The Association for Healthcare Documentation Integrity gives special thanks to the AHDI Educational Strategy Task Force, and the Employer Value Initiative and Learner Value Initiative Subgroups for spearheading this project.

About AHDI

Established in 1978, the Association for Healthcare Documentation Integrity (AHDI) is a not-for-profit association representing the individuals and organizations in healthcare documentation. AHDI leads, educates, and advocates for professional excellence and integrity in healthcare documentation policies and practices. We envision a future where optimal healthcare delivery and outcomes are facilitated by complete, accurate, and timely clinical documentation to convey patient health stories.

Learn more about AHDI by visiting our website, www.ahdionline.org.

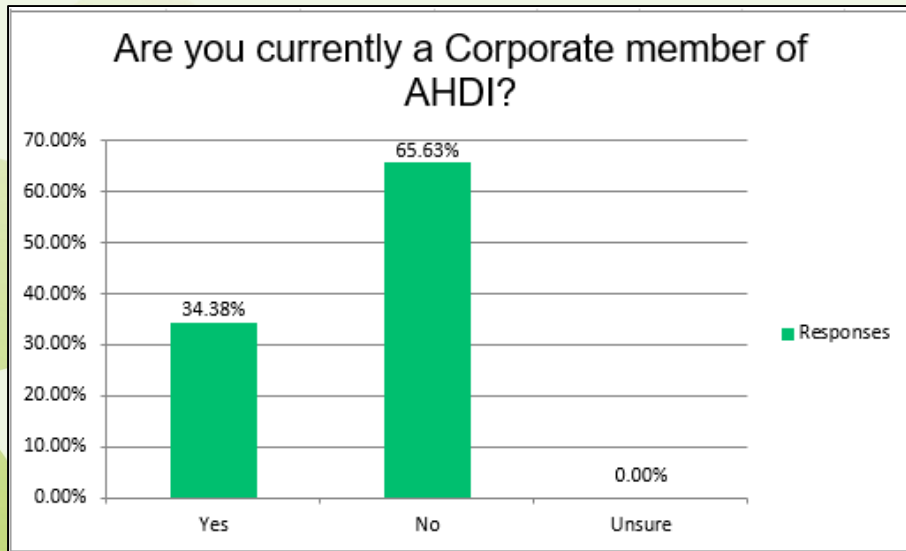
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Background

- Educational Strategy Task Force Initiative
- Identify the Gaps
 - What knowledge/skills employers want
 - What knowledge/skills do learners want
 - What employers want from AHDI
 - What learners want from AHDI
 - Perception versus Value of AHDI credentials

Employer Survey Respondents

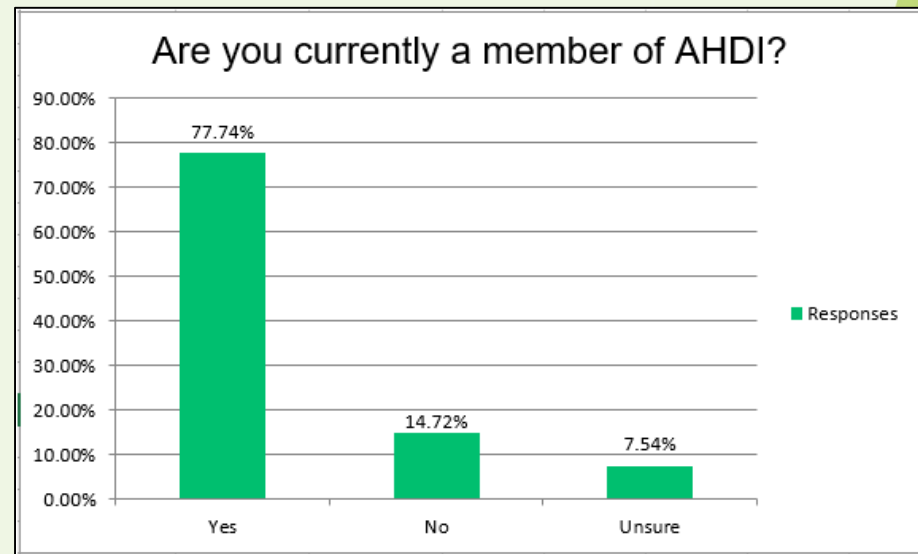


Hospital/Acute Care Facility	65%
Skilling Nursing/Long-Term Care	0%
Physician Office/Outpatient Clinic	0%
Documentation/Transcription Service Company	35%

- 280 surveys sent
 - Current & past Corporate members
 - Managers & Supervisors
 - Non-member companies
- 32 respondents (11%)

Learner Survey Respondents

- 4,590 surveys sent
 - Current & past members
 - Individual Professional, Students, Post-Grads, Sustaining Members, and Prospects
- 558 respondents (12%)
- Countries represented: United States, Canada, Australia, India, New Zealand, Philippines, Nepal



Student	25%
Educator	4%
Employee	41%
IC/Self Employed	16%
Retired	3%
Unemployed	4%
Other	6%

Role Comparison

Which of the following best describes roles that report to you, role you are pursuing, or your current role? Check all that apply.	EMPLOYERS		STUDENTS		LEARNERS	
	Responses		Responses		Responses	
Auditor of Clinician-Created Documentation	34.38%	11	2.31%	3	10.42%	40
Cancer Registrar	0.00%	0	3.08%	4	0.52%	2
Clinical Documentation Improvement Specialist	12.50%	4	1.54%	2	2.34%	9
Coder	12.50%	4	9.23%	12	3.13%	12
Educator	3.13%	1	0.00%	0	9.11%	35
HIM Specialist	34.38%	11	4.62%	6	2.60%	10
Manager/Supervisor	n/a		1.54%	2	13.02%	50
MT/Medical Language Specialist/HDS	78.13%	25	95.38%	124	59.90%	230
Other (please specify)	21.88%	7	1.54%	2	17.71%	68
Privacy and Security Specialist	9.38%	3	0.00%	0	1.04%	4
Quality Assurance Specialist	56.25%	18	4.62%	6	12.76%	49
Retired	n/a		n/a		2.60%	10
Scribe	6.25%	2	10.77%	14	0.78%	3
Speech Recognition Editor	53.13%	17	26.15%	34	28.39%	109
Unemployed	n/a		n/a		5.73%	22
	Answered	32	Answered	130	Answered	384
	Skipped	0	Skipped	428	Skipped	174

Other Roles as Indicated by:

Employers: Administrative Assistant, Dragon Trainer, EMPI Analyst, ROI, Lead

Students: Medical Assistant, IS

Learners: RN, PA, Medical Claims Processor, Clerk, Legal Transcription

Credentialing Comparison

Approximately what percentage of your workforce is currently credentialed through AHDI?		EMPLOYERS	
Answer Choices		Responses	
0-20%		81.25%	26
21-50%		9.38%	3
51-75%		3.13%	1
76-100%		6.25%	2
Not Sure		0.00%	0
		Answered	32
		Skipped	0

Please indicate your credentialing status	STUDENTS		LEARNERS	
	Responses		Responses	
CHDS	2.33%	3	27.86%	107
RHDS	0.78%	1	10.42%	40
CMT	4.65%	6	21.35%	82
Plan to earn AHDI credential	43.41%	56	15.63%	60
Formerly AHDI Credentialed	1.55%	2	3.91%	15
I have no plan to get credentialed through AHDI	0.78%	1	13.80%	53
I hold a credential outside of AHDI	0.00%	0	0.00%	0
Not aware of available credentials offered through AHDI	44.19%	57	5.73%	22
	Answered	129	Answered	384
	Skipped	429	Skipped	174

Credentialing Comparison

Based on your hiring practices:	EMPLOYERS		
	Disagree	Neutral	Agree
AHDI credentials influence my decision to hire/promote	15.63%	31.25%	53.13%
AHDI-credentialed workers receive added compensation/benefits	40.63%	18.75%	40.63%
AHDI-credentialing should be industry mandated for all healthcare documentation specialists	34.38%	21.88%	43.75%
AHDI-credentialed workers are held to a higher standard	21.88%	37.50%	40.63%
AHDI-credentialed workers have more opportunities to advance than noncredentialed workers	25.01%	31.25%	43.75%
Current AHDI credentials (CHDS, RHDS, CMT) are relevant to my workforce	18.75%	37.50%	43.75%

Please indicate your agreement with the following statements.	STUDENTS				LEARNERS			
	Disagree	Neutral	Agree	Unsure	Disagree	Neutral	Agree	N/A
Potential/current employers value AHDI credentials	4.65%	9.30%	49.62%	36.43%	17.97%	28.65%	50.00%	3.39%
AHDI-credentialed workers receive added compensation/benefits	2.34%	11.72%	21.87%	64.06%	36.72%	31.51%	26.30%	5.47%
Employers have higher expectations of AHDI-credentialed workers	1.56%	6.98%	44.19%	47.29%	15.23%	31.23%	49.08%	4.46%
AHDI credentials should be industry mandated for all HDSs	3.10%	20.16%	48.84%	27.91%	13.84%	31.59%	51.69%	2.87%
Current AHDI credentials are relevant to my future role (CHDS, RHDS, CMT)	1.56%	9.30%	56.59%	32.56%	20.36%	23.24%	48.30%	8.09%
I am motivated to earn a credential through AHDI	1.56%	8.59%	66.41%	23.44%	10.76%	18.90%	55.90%	14.44%
Continuing education credits are easily accessible	3.88%	13.18%	44.96%	37.98%	7.35%	21.52%	64.57%	6.56%
AHDI-credentialed workers have more opportunities for advancement	0.78%	12.40%	37.21%	49.61%	21.73%	35.34%	38.74%	4.19%
I would be interested in additional credentials if offered through AHDI	3.11%	9.30%	67.44%	20.16%	13.32%	33.16%	47.26%	6.27%

Credential Comments - Employers

- Would like to see additional credentials offered relevant to new roles, particularly clinician-created documentation auditors
- I hold my team to the same very high standards regardless of credentialing status
- It will be difficult to make this mandatory since so many at-home workers are not credentialed and employers don't make it a priority
- While an asset, it doesn't always mean the same employee is high quality
- AHDI should seriously consider focusing on India and Philippines so that its relevance, influence, and purpose grows and renews
- I keep encouraging my staff to take the exam – most are just scared
- My workplace does not require credentialing but may in the future

Credential Comments - Learners

- Credentialed individuals should not have to earn minimum amount of CECs in particular categories. They should determine what is relevant to them
- Offer more online self-paced courses, medicolegal CECs, and time options for online webinars (evenings)
- Flashcards would be a great way to learn, but AHDI does not offer them
- The credentialing exam should be more like actual practice, research, and critical thinking skills rather than rote memorization
- More publicity on the CHDS credential and the ways it can apply such as QA of provider documentation
- Large transcription services are not impressed by my credential

Continuing Education Comparison

In which of the following areas would you like AHDI to offer continuing education? Check all that apply	EMPLOYERS		STUDENTS		LEARNERS	
	Responses		Responses		Responses	
Answer Choices						
Basic computer skills (Windows, Microsoft Office, etc.)	37.50%	12	39.23%	51	36.46%	140
Clinical knowledge (med terms, anatomy, physiology, etc.)	59.38%	19	77.69%	101	69.27%	266
Compliance	50.00%	16	28.46%	37	36.72%	141
Credential prep	12.50%	4	50.77%	66	34.11%	131
Critical thinking skills	62.50%	20	39.23%	51	44.27%	170
EHR experience	40.63%	13	33.85%	44	45.31%	174
English language/writing skills (grammar, etc.)	34.38%	11	60.00%	78	45.57%	175
Health information technology	46.88%	15	65.38%	85	61.46%	236
Interpersonal skills	25.00%	8	23.08%	30	16.41%	63
Leadership/Management skills	31.25%	10	25.38%	33	35.42%	136
Other (please specify)	6.25%	2	1.54%	2	6.51%	25
Production improvement	46.88%	15	36.15%	47	40.36%	155
Quality improvement	56.25%	18	48.46%	63	56.25%	216
Research skills	31.25%	10	48.46%	63	33.07%	127
	Answered	32	Answered	130	Answered	384
	Skipped	0	Skipped	428	Skipped	174

“Other” Continuing Ed Needs

- Analysis of a patient record
- Practical exercises for CCDI auditors
- Coding and HIT related courses
- HIPAA requirements
- Multiculturalism/Diversity; impact to care
- Evidence-based medicine
- Specialties – operative notes, pathology, etc.
- Medicolegal

Educational Format Comparison

Rate your preference for the following educational formats/delivery

Classroom/workplace instruction
Conference/workshop
Digital eBook/material
Hardcopy book/material
Live webinar
On-demand webinar
Self-guided online course
Study group

Top 3 preferred educational formats:

Employers:

1. On-demand webinar
2. Self-guided online course
3. Live webinar

Students:

1. Self-guided online course
2. Hardcopy book/material
3. On-demand webinar

Learners:

1. Self-guided online course
2. On-demand webinar
3. Live webinar

Survey Quick Wins

- Corporate/Educational Membership
- Product Development
- Virtual Conference
- Credentialing

“Teamwork Makes the Dream Work!”