

SHEILA DUHON

E-MBA, RN, CCDS, CCS, A-CCRN

sheiladuhon@hotmail.com · linkedin.com/in/Sheila-duhon-6127297 · 281-682-2533

Highly effective and successful healthcare executive with proven expertise in leadership and team building, Clinical Documentation Integrity, coding, revenue cycle optimization, employee development and relations, process innovation and implementation, quality and utilization review, physician and allied health professional education, Joint Commission standards, and AHRQ quality assessment for PSI/HAC/PPR/PPC indicators and reporting. Superior clinical expertise and leadership in the Critical Care, telemetry, and post-anesthesia settings; serving as Critical Care Manager in California, Oklahoma and the world-renown Texas Medical Center in Houston, Texas. Exceptionally solid knowledge base in ICD-10-CM, ICD-10-PCS and CPT coding. Proactive liaison across all healthcare professionals in the acute care environment while concurrently leading a large Clinical Documentation Integrity Program on a national scope across 65-80 acute care facilities for a major healthcare organization.

SKILLS

- Excellent written and verbal communication skills. Proficient in negotiating complex systems to drive positive change in building effective partnering relationships with leadership, physicians, clinicians, HIM professionals and ancillary departments across the organization.
- Recognized for possessing the interpersonal skills necessary to interact with all levels of personnel and other external parties, frequently in situations which are sensitive and/or significant to the company.
- Proven performance excellence in support of organizational goals; Revenue Cycle, Quality Initiatives, Case Management, and Compliance/Ethics related to clinical documentation integrity and accuracy in the legal medical record.
- Extensive knowledge of coding classification systems such as ICD9/ICD10, MS-DRG and APR-DRGs.
- Demonstrated solid performance for understanding clinical documentation integrity as it pertains to CC/MCC capture, SOI/ROM scoring, PSI assignments, HAC/POA indicators, CMI impact and utilization management within the organization.
- Proven ability to establish and implement processes, new software and productivity/performance standards for Clinical Documentation Integrity Specialists that drive excellence in CDI.
- Demonstrated expertise to work independently as well as with integrated groups across all levels of a large organization.
- Superior organization skills. Highly regarded as detail, results, solution and action oriented. Established ability to work multiple deadlines, processes and projects.
- Proven ability to track, analyze and report data relevant to the effectiveness of a program. Ability to enact changes based on fact-based evidence and desired outcomes.
- Solid skills to run a fiscally responsible program while ensuring constant improvement.
- Proficient with 3M Coding and Reimbursement software systems, Iodine (including Reconciliation and Retrospect), EPIC, Meditech, Artifact, Tableau and Microsoft Office Suite.
- Superior and broad-based clinical expertise with in-depth knowledge and understanding of pathology/physiology of disease processes.
- Displayed effective leadership and public speaking skills at a national level.
- Demonstrated expertise in aligning with medical providers to improve the quality of clinical documentation, query responsiveness and understanding of the impact to the providers.

EXPERIENCE

SEPTEMBER 2024- PRESENT

NATIONAL DIRECTOR, CLINICAL DOCUMENTATION INTEGRITY, STEWARD HEALTHCARE

Oversight of the Steward Clinical Documentation Integrity program. Responsibilities are comprehensive and focused on establishing and implementing CDI program structure, policies and processes to ensure compliant, concise, clear and accurate documentation in the medical record, aligning with legal, compliant and regulatory requirements. Responsible for CDI Specialist development, education for standards of performance with evidence-based outcomes, operational efficiency and impact in alignment with best practice industry standards.

JULY 2023- SEPTEMBER 2024

NATIONAL MANAGER, REVENUE CYCLE PROJECTS, STEWARD HEALTHCARE

On a Per Diem basis, spearheaded development of Utilization Management processes, incorporating a strategic and streamlined approach while integrating AI software across the market. Collaborated with vendors to achieve success in the impact and outcomes of appropriate patient encounter status; therefore, positively impacting risk reduction for denial of payment. Closely aligned with C-Suite leaders and physician leadership to incorporate new processes and skills to achieve program mission.

FEBRUARY 2021- JULY 2023

NATIONAL DIRECTOR, CLINICAL DOCUMENTATION INTEGRITY, STEWARD HEALTHCARE

Oversight of the Steward Clinical Documentation Integrity program. Responsibilities are comprehensive and focused on establishing and implementing CDI program structure, policies and processes to ensure compliant, concise, clear and accurate documentation in the medical record, aligning with legal, compliant and regulatory requirements. Responsible for CDI Specialist development, education for standards of performance with evidence-based outcomes, operational efficiency and impact in alignment with best practice industry standards. Led CDI Specialist development and education for standards of performance with evidence-based outcomes.

JANUARY 2015-NOVEMBER 2020

NATIONAL DIRECTOR, CDI OPERATIONS AND EDUCATION, TENET HEALTHCARE

Oversight of the Tenet Clinical Documentation Integrity program. Responsibilities were extensive and focused on establishing and implementing CDI program structure, policies and processes to ensure compliant, concise, clear and accurate documentation in the medical record, aligning with legal, compliant and regulatory requirements. Led CDI Specialist development and education for standards of performance with evidence-based outcomes.

SEPTEMBER 2006-JANUARY 2015

CLINICAL DOCUMENTATION SPECIALIST, HOUSTON NORTHWEST MEDICAL CENTER, TENET HEALTHCARE

Worked the CDI program from its inception at HNMC. Developed numerous education materials, provided education to all departments on CDI impact, reviewed medical records and queried when appropriate. Established a partnering relationship with providers and reported program outcomes to facility leadership.

OKLAHOMA, CALIFORNIA, MONTANA, TEXAS

CRITICAL CARE REGISTERED NURSE

Seasoned medical and surgical critical nursing background with multiple roles in my career: Nurse Manager for ICU x2 and Telemetry unit x1, RN staff nurse, preceptor, charge nurse, Rapid Response Nurse, Code Committee Chair, Joint Committee Chair, Quality Council.

EDUCATION

EXECUTIVE MASTER OF BUSINESS ADMINISTRATION, TEXAS WOMAN'S UNIVERSITY, TEXAS.

Graduated with Honors, GPA 4.0/4.0

BACHELOR OF SCIENCE IN HEALTH SCIENCES, UNIVERSITY OF REDLANDS, CALIFORNIA.

GRADUATED WITH HONORS, 4.9/5.0 GPA

ASSOCIATE OF SCIENCE IN NURSING, CAMERON UNIVERSITY, OKLAHOMA

YOUNGEST GRADUATE IN MY CLASS, GPA 3.5/4.0

ACTIVITIES

Member Texas Board of Registered Nurses

Member American Association of Critical Care Nurses (AACN)

Member Association of Clinical Documentation Integrity Specialists (ACDIS)

Member American Health Information Management Association (AHIMA)

Member ACDIS National CDI Leadership Council

Member ACDIS National Mastermind Council

LICENSURE, CERTIFICATIONS AND PROFESSIONAL ACCOMPLISHMENTS

ACDIS CDI Professional of the Year, 2022

Registered Nurse- Texas License #524238 expires 1/31/2024

Certified Clinical Documentation Specialist #CD0018611 expires 7/14/2023

Certified Coding Specialist #209956 expires 4/2023

Emeritus, Critical Care Registered Nurse #506520 expires 1/2024

Author- CDI Workbook: *Investigating Complex cases and Formulating Queries*

2018, ISBN: 978-1-68308-806-6

Featured Speaker: ACDIS National Conference May 2022- pending

Featured Speaker: ACDIS National Conference October 2021

Featured Speaker: ACDIS National Conference May 2017

Featured Speaker: ACDIS Radio December 2017

Featured Speaker: Minnesota Chapter ACDIS January 26, 2022. *AKI & CKD...Could it be ATN?*

Featured Speaker: Texas Chapter ACDIS February 26, 2020. *The Fifth Universal Definition of Acute MI*

Featured Speaker: Physician audiences for CME credit, 2009-2014

CDI Boot Camp Instructor to over 300 CDI Specialists 2015-2020

Industry Champion-Global Business Strategy Course, Texas Woman's University, May 2014

Fellow and Value Leader- Crimson Continuum of Care Excellence Program, 2012-2015

Publications, Presentations and Contributions:

- ACDIS Radio and Podcast, December 5, 2018 *Training CDI Staff*
- ACDIS CDI Strategies, Volume 12, Issue 57, December 13, 2018 *Note From ACDIS Director: Recapping the Year from ACDIS Radio*
- ACDIS CDI Blog, March 15, 2019 *Hiring and Training new CDI Specialists*
- ACDIS CDI Blog, June 21, 2019 *Summer Reading: Learning CDI Takes Time*
- CDI Journal Volume 13, Issue 3, May 1, 2019 *Physician Engagement Survey*

REFERENCES

Available upon request