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## System Requirements

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<tr>
<td><strong>Internet Connectivity</strong></td>
<td>250 Kbps downstream access for the machine.</td>
</tr>
<tr>
<td><strong>Browsers</strong></td>
<td>Internet Explorer 11 or above is preferred.</td>
</tr>
<tr>
<td><strong>Monitor</strong></td>
<td>A 19” or larger SVGA monitor with screen resolution of 1920 * 1080 pixels.</td>
</tr>
<tr>
<td><strong>Image Viewer</strong></td>
<td>Latest version of Java (JRE) and PDF viewer are required for PDF Medical Record only</td>
</tr>
<tr>
<td><strong>Remote Access</strong></td>
<td>Team Viewer for Technical Support.</td>
</tr>
<tr>
<td><strong>Operating System</strong></td>
<td>Windows 7 Or Higher.</td>
</tr>
<tr>
<td><strong>Processor</strong></td>
<td>Intel® Pentium® 4, 2 GHz or Higher.</td>
</tr>
<tr>
<td><strong>RAM</strong></td>
<td>2 GB or Higher</td>
</tr>
<tr>
<td><strong>Hard Drive Speed</strong></td>
<td>7,200 RPM</td>
</tr>
<tr>
<td><strong>Minimum Software Space</strong></td>
<td>5 GB for workstation</td>
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</table>
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What is Central Learning?

Central Learning is a Web-based medical coder assessment and learning application that utilizes redacted real-life medical records, answer keys and code rationales. The code rationale feature is an educational resource designed to provide details for the answer key code selection and directs the coder to specific sections of a medical record or Coding Clinic. In addition, managers have access to multiple reporting and data assessment tools. These tools automatically identify productivity and accuracy strengths and weaknesses which helps to mitigate an organization’s revenue risk probability. Central Learning helps take a proactive approach to ICD-10 coder productivity and accuracy assessments.
Coder Workflow

The coder can utilize their normal coding tools to assist in the generation of codes to enter in Central Learning.

Accessing a Case for Coding in Central Learning

Coders begin the Central Learning process by accessing cases assigned to them for review in Central Learning.

1. Log in to Central Learning at https://www.centrallearning.com/

   For detailed logon information or if you have logon issues, see Appendix A.

   **Note:** Internet Explorer 11 or higher with popups enabled is recommended. For instructions on how to enable popups in IE11, see Appendix B.

   ![Central Learning Logon Screen](image)

   **Figure 1: Central Learning Logon Screen**

2. The **Worklist** tab displays by default and populates with the number of **Pending** Cases for each **Type** of case assigned:

   ![Worklist Showing Case Type and Pending Cases](image)

   **Figure 2: Worklist Showing Case Type and Pending Cases**
3. If Pending Cases do not automatically populate in the Worklist tab, enter the following:
   a. Period or From and To dates (or leave blank for all)

   ![Figure 3: Work List Period drop-down menu and From date and To date fields]

   b. Select Pat Type (or leave blank for all)

   ![Figure 4: Pat Type dropdown menu]

   c. Click Submit to populate the list of Cases

   ![Figure 5: Submit button]
4. The **WorkList** will display

5. Click the blue hyperlink in the **Pending** column for the **Type** of case to be worked

![Figure 6: Populated WorkList](image1)

6. Select a **Case ID** from the list

![Figure 7: List of Incomplete Cases](image2)

7. The **Case Time** starts counting once a **Case ID** is selected

**Note:** **Coding Clinic** and the Central Learning **Guidelines** can be accessed on this screen. These Guidelines are specific to Central Learning and must be reviewed prior to working each type of record: Outpatient, Inpatient, Ambulatory Surgery and ER.

![Figure 8: Case Time clock and Coding Clinic and Guidelines links](image3)
8. Redacted real-life medical records for this **Case** appear on the right side of the screen.

**Note:** Code all cases using ICD-10-CM codes regardless of date of service or documentation.

![Medical Record](image)

**Figure 9: Medical Record**

**Looking up Codes for Outpatient Cases**

Utilize the tools in Clintegrity, CCM or code books to look up codes to be entered into Cases in Central Learning.

To look up codes in CCM:

1. Access a test patient (e.g., zztest) in CCM
   a. If no test patient is available in your database, you can use a real patient
   b. **DO NOT** file the encounter to PCE
2. When reviewing documentation, you can look up codes in your usual fashion
   a. Clintegrity (go in through your patient in CCM, do not use the standalone)
   b. nCoder MD
   c. E&M Calculator
   d. Code Books

**Looking up Codes for Inpatient Cases (no test patient required)**

Utilize Clintegrity standalone to look up codes to be entered into Cases in Central Learning.

To look up codes in Clintegrity standalone:

1. Select **Coding/Abstracting** tab
2. Select **Code Books** button

![Clintegrity Stand Alone](image)

**Figure 10: Clintegrity Stand Alone**
3. Begin coding and a DRG will populate and Clintegrity edits will be available. 
   **Note:** Codes must be entered in Clintegrity to generate a DRG

**Entering Codes into Central Learning Cases**

Coders must enter codes into the Central Learning Cases.

1. Enter the generated codes into Central Learning
2. Enter all codes, modifiers, and DRG into the appropriate fields of the **Case** screen
   **Note:** Codes can be copy/pasted or manually entered into these fields
3. Use the green plus sign “+” to add additional code fields, and the minus sign “-” to delete codes
4. Enter comments in the **Notes** field for coder reference during documentation review

---

**Figure 11: Outpatient Case Screen**

**Figure 12: Inpatient Case Screen**
5. Click the **Submit Case** button

![Submit Case button](image)

**Figure 13: Submit Case button**

6. For inpatient cases, if you try to submit a case without entering a DRG in the DRG field, this error message will appear

![Error Information Window](image)

**Figure 14: Missing DRG error message**

7. Click **Continue to Submit** to submit the **Case** and stop the **Case Time** clock

![Confirmation Window](image)

**Figure 15: Continue to Submit button**

8. Once the case is submitted, the **Coder's Answers & Answer Key** window will pop up

![Coder's Answers and Answer Key screen](image)

**Figure 16: Coder's Answers and Answer Key screen**
9. There is a legend at the bottom-left of the screen for the symbols used in this window and the below figure shows a more detailed version

![Legend of symbols](image)

**Correct Code** – Coder entered code that is part of the Answer Key

**Incorrect Code** – Coder entered 1st 3 characters as per the Answer Key, but incorrectly entered digits on the 4th character

**N/S** – Not Selected – Code is present in the Answer Key but was not entered by the Coder

**E** – Excess Code – Coder entered additional codes that are not included in the Answer Key

**Figure 17: Detailed Legend of symbols**

10. In the **Coder’s Answers** section, there are interactive tools

![Coder’s Answers Screen](image)

a. Click the **Calculator** button to view the calculation details

![Calculator Screen](image)

b. Hover over the Details buttons next to any code for information pertaining to that code

![Code Details](image)
11. In the **Answer Key** section, there are interactive tools including a **Details** button and a **Genie Bottle**

![Figure 21: Answer Key screen](image)

**Figure 21: Answer Key screen**

a. Hover over the **Details** button next to any code for information pertaining to that code

![Figure 22: Code Details](image)

**Figure 22: Code Details**
b. Click the **Genie Bottle** next to any code to see the **Code Rationale** pertaining to that code

![Figure 23: Code Rationale screen](image)

12. **Code Rationale** contains three sections
   a. **Patient Condition**
   b. **Rationale**
   c. **Coding Clinic**
   d. Click the blue hyperlinks in the **Code Rationale** screen to display a list of **Tags**
      (the Patient Condition hyperlink is disabled)

![Figure 24: Coding Rationale Hyperlink Tags](image)
e. Click on a **Tag** to be directed to the specific documentation in the medical record that supports the tagged item

![Figure 25: Supporting Documentation](image)

13. Click the **Medical Record** button to access the medical records for this **Case**

![Figure 26: Medical Record button](image)

```
| 120/82 | 78 | 96.6 °F (36.°C) (Temporal) | 16 | 162.54 kg (168 lb) | 25.71 kg/m² |
```

**Recent Review Flowsheet Data**

<table>
<thead>
<tr>
<th>Blood Pressure Percentiles by Age, Sex, and Stature</th>
<th>08/15/2013</th>
<th>12/19/2013</th>
<th>06/10/2014</th>
<th>06/10/2014</th>
<th>08/04/2014</th>
<th>08/07/2014</th>
<th>04/13/2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Pressure</td>
<td>110/70</td>
<td>102/70</td>
<td>110/60</td>
<td>110/72</td>
<td>116/68</td>
<td>120/62</td>
<td>118/72</td>
</tr>
</tbody>
</table>

**Progress Note**

- Patient is 22-year-old male
- Reason for Visit: Flu, ER and EKG

**Problem List Items Addressed This Visit**

- **High Asthma - Primary (Chronic)**
  - "Has been controlled" - running a lot and leading sessions at camp
  - Uses the inhaler sometimes but never any other time
  - No night time sx’s
  - He sometimes gets jittery after the pm meds.

- **Medium Esophageal reflex (Chronic)**
  - Still taking Nexium and Carafate
  - Doing fine
  - Denies worsening heartburn sx’s, dysphagia, weight loss, abdominal pain, melena, hematochezia
  - Gets heartburn if he skips the nexium
  - Carafate seems to help

![Figure 27: Medical Record screen](image)

14. Enter notes in the **Post Coding Notes** field to communicate questions or concerns regarding this **Case**

15. Click the **Submit** button to save the note

![Figure 28: Post Coding Notes field and Submit button](image)
Dashboard

The Central Learning Dashboard provides Coders with metrics to evaluate their own coding accuracy and education opportunity. Within the dashboard, there are several filters and tabs that display Accuracy and Productivity data in multiple formats. The data itself comes from the submission of codes from the coder after they have completed coding a case. The data is stored, calculated and displayed to the user through various types of reporting tools based on the dashboard filters and tabs the user is currently viewing.

Coders can utilize the Dashboard to review Key Performance Indicators (KPI), Skill Gaps (includes accuracy metrics), and charted Summary data.

Log in to Central Learning at https://www.centrallearning.com/

For detailed logon information or if you have logon issues, see Appendix A.

Note: Internet Explorer 11 or higher with popups enabled is recommended. For instructions on how to enable popups in IE11, see Appendix B.

Figure 29: Central Learning Logon Screen

Select the Dashboard tab:

Figure 30: Dashboard and Worklist tabs
KPI Dashboard

1. The KPI Dashboard will display by default and will show metrics for the following
   a. CPT Accuracy
   b. PDX Accuracy
   c. SDX Accuracy
   d. Procedure Accuracy
   e. Opportunity

2. Select a time period from the drop-down list or enter a date range using the calendars.

3. Click the Submit button.
4. The **KPI Dashboard** report will be displayed.

![KPI Dashboard report](image)

*Figure 33: KPI Dashboard report*

5. Click on any of the Accuracy infographics or the Opportunity link for detailed information.

6. The Cases Coded window will display, showing detailed accuracy data for each encounter coded during the selected time frame.

![Cases Coded window](image)

*Figure 34: Cases Coded popup window*
Additional Dashboard Tabs

The dashboard tabs take the data shown in the graph and organize the data into different report views based on the specific type of criteria the user is looking for.

There are 6 tabs in addition to the KPI Dashboard tab:

- **Skill Gap** – Default user view showing a graph with overall coding data
- **Codes** – Data is displayed by Code Categories
- **Coders** – Data is displayed for the logged-in Coder showing the individual’s accuracy and productivity
- **Facilities** – Data is displayed by the Facility type showing statistics for the facility
- **Cases** – Data is displayed by Cases as a group statistic
- **Summary** – Data is displayed using bar graphs on the coder’s productivity and accuracy

Skill Gap Tab

1. Click on **Skill Gap** link
2. Click **INP** to display Inpatient accuracy
3. Click **AMBS** to display Ambulatory Surgery accuracy
4. Click **ER** to display Emergency Department accuracy
5. Click **OPD** to display Outpatient Clinic accuracy
6. Click **Diagnosis** to display Diagnosis category accuracy
7. Click **Procedure** to display Procedure category accuracy
8. Click **CPT** to display CPT category accuracy

![Figure 35: Skill Gap](image)

**Note:** Hover over any of the Category Occurrences, Coder, Accuracy or Total Coded Cases for detailed information
Figure 36: Skill Gap Detailed Accuracy

Figure 37: Skill Gap Detailed Category Occurrence

There are four sections at the bottom of the graph where more specific data can be viewed

1. Click a Category link
   a. Applicable sub-category will display

Figure 38: Skill Gap Detailed Case Data
2. **Click a Sub-Category**
   a. Applicable code category will display

![Figure 39: Skill Gap Sub-Category](image)

3. **Click a Code Category**
   a. Applicable code(s) will display

![Figure 40: Skill Gap Code Category](image)
1. Click **Category** bar graph icon to see category data
2. Click **Sub-Category** bar graph icon to see sub-category data
3. Click **Code Category** bar graph icon to see code category data
4. Click **Code** bar graph icon to see code data
Codes Tab

The user can see all the codes that were used within the specific time frame selected. There are 3 tables; Category, Sub-Category, and Code Category which are then further classified into (DX, PX and CPT). DX, PX, and CPT will only be listed if the code was recorded in the Answer Key.

1. Click on Codes link
   a. Detailed DX, PX and CPT data is displayed

![Figure 44: Codes](image1)

2. Click on Category link
   a. Applicable sub-category data will display

![Figure 45: Codes – Category](image2)
3. Click on **Sub-Category** link
   a. Applicable Code Category will display

![Figure 46: Codes – Sub-Category](image)

4. Click on **Code Category** link
   a. Applicable code(s) will display

![Figure 47: Code Category](image)
5. Select **Cases** from the Code Screen to access Coded Cases List
   a. Applicable case(s) will display
6. Select Answer Key icon to display Coder’s Answers

Figure 50: Codes – Coded Cases List

a. Select **Genie Bottle** icon to display code rationale

Figure 51: Codes – Coder’s Answers

b. Select the **Calculator** button to view the Total Score and Code Type calculation details
Follow the same process to view and drill-down into **Sub-Category** and **Code Category** tables.

**Coders Tab**

The coders tab shows the productivity and accuracy performance for the currently logged-in coder.

1. Select **Coder's Performance Profile** icon from a Top or Bottom Coder
   a. **Coder's Performance Profile** will display
Facilities Tab

The Facilities Tab displays data that is organized by patient types and facility. This tab allows those with access (such as VISN/VHA leadership, etc.) to compare, analyze and review data among each facility for strengths and weaknesses in order to make improvements to National VHA Coding Guidelines and develop and secure additional training for VHA Coding Staff with a goal to improve the accuracy and consistency in code assignment across all VHA facilities.

1. Select a number under the Cases column
   a. Click on the header to sort by ascending or descending order
   b. Use the Search bar to filter results for one specific facility
   c. Export the data using the Excel icon for additional filtering/sorting and manual customization

2. Select a number under the Cases column
d. Click on the header to sort by ascending or descending order

e. Use the Search bar to filter results for one specific facility

f. Export the data using the **Excel** icon for additional filtering/sorting and manual customization

---

**Figure 56: Facilities – Cases**

**Cases Tab**

Displays all the coded cases’ data in detail. A user may sort data Ascending or Descending by clicking on the column header. A user may click on Cases or Avg Score, this will display the **Cases Score & Excess Count** table. If the user clicks on Avg Excess Dx or Avg Excess Px, the detailed data displayed will be only the Excess codes.

1. Click on **Coded#** or **Avg Score** to access **Cases Score & Excess Count**
   a. Click on Gold Answer Key icon to display Coder’s Answers

---

**Figure 57: Cases – Data Options**
b. Click on Blue Medical Record icon to display Medical Record

Figure 58: Cases – Cases Score & Excess Count

2. Click on **Avg Excess Dx or Px** to display avg excess count
   a. Click on Gold Answer Key icon to display Coder’s Answers
   b. Click on Blue Medical Record icon to display Medical Record

Figure 59: Cases – Avg Excess Count

**Summary Tab**

Displays data via multiple graphs. Each graph features a **hover over feature**, which can be used by placing the cursor arrow over the top of a colored bar. This data will give the user high-level details pertaining to only that data element. Data elements are **Patient Type, PDX, SDX, PX, CPT, DRG, CC, APC and E&M**.
1. Click on a colored bar section to display Coding Accuracy, Complexity, Productivity or Expertise table for that data element

   Figure 60: Summary – Coding Graphs

   Figure 61: Summary – Coding Accuracy

   a. Click a number under **Cases** to display Coder's Coded Cases List
   b. Click on Gold Answer Key icon to display Coder’s Answers
   c. Click on Blue Medical Record icon to display Medical Record
   d. Click on **Avg Ex-Dx/Px** to display avg excess count
Appendix A

1. To log in to Central Learning, or for a forgotten password, follow these steps
   a. An email with instructions and credentials will be sent

   ![Central Learning logon information email]

   **Figure 62: Central Learning logon information email**

2. Enter credentials into the Username and Password fields and click Sign in

   ![Central Learning logon fields and Sign in button]

   **Figure 63: Central Learning logon fields and Sign in button**
3. For a forgotten password, click on Forgot Password and enter your email address.

![Figure 64: Forgot Password link and Email ID field](image)

- Click on “Forgot Password”
- Enter the user E-mail Address
- Push Submit
- Confirmation Pop up

4. An email with password reset instructions, a temporary password, and a link will be sent to the email address entered in Step 3.

![Figure 65: Password reset instructions email](image)