



CHiA
California Health
Information Association

An Affiliate of
AHIMA
American Health Information
Management Association®

California Health Information Association 2009 State Convention and Exhibit

ICD-10: Implementation and H.I.M. Readiness

Speakers Ginger Cox, RHIT, CCS
 Gloryanne Bryant, RHIA, CCS
 Kathy Myrick, RHIT, CCS

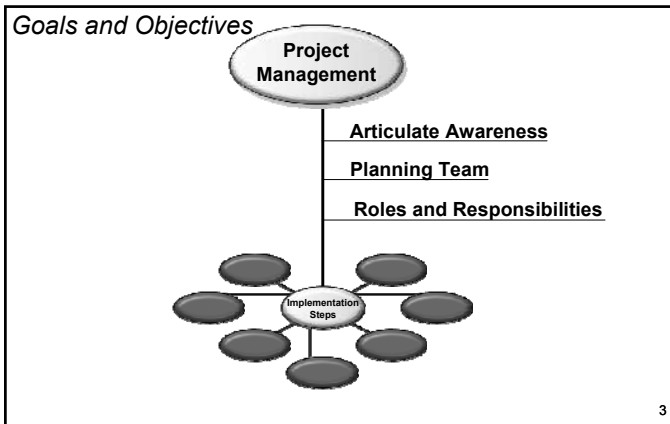
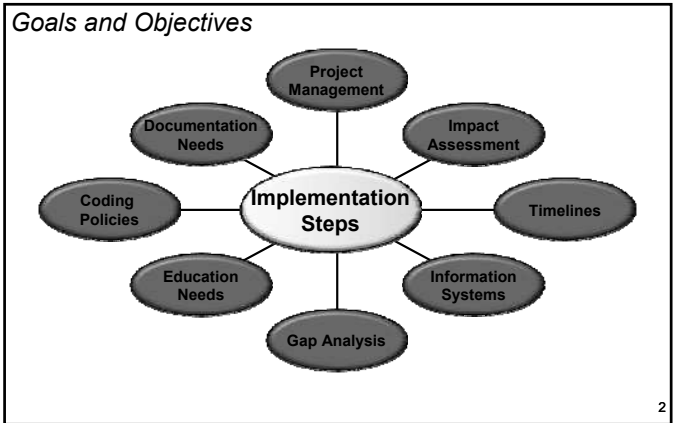
Sponsor Health Information Partners, Inc.

Wednesday, June 17, 2009
1:00 p.m. to 2:00 p.m.
Red Path
Desert Vista Ballroom A

ICD-10

**Implementation and
HIM Readiness**

CHIA Annual Convention
June 2009



HIM Project Management

- Team ... key stakeholders
- Goals and planning
- Tasks/functions
- Responsibility
- Timeline and dates
- Budget
- Implementation and Go-live

Project details:
List the project tasks and activities
Documents/Tools
Communication plan

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Develop Your I-10 Project Plan

Project Planning: [Activities may occur in a different order. Note a tentative date each item to be completed]

- _____ Project costs have been estimated
- _____ The relative cost/benefit ratio has been assessed
- _____ Project team has been formed
- _____ Project team has been provided with all known information
- _____ Project team has planned the project details as outlined below
 - Several steps to this element
- _____ Project work has started
 - Many steps to this element
- _____ Initial project work completed and reviewed
- _____ Middle phase of project work completed and reviewed/assessed
- _____ Final report completed and delivered
- _____ Assessment after go-live
- _____ Recap project and new issues resolution
- _____ Ongoing follow-up

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Form Your I-10 Team/Committee "Team"

- Who's included and what are their roles?
 - IT and 5010
 - Data analysts
 - Health information management and Coding
 - Patient financial services - billing
 - Finance
 - Payer relations/Contracting
 - Physician Representation
 - Other clinicians

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Organization Awareness

- Sharing information
 - ICD-10 Overview (simple facts)
- “Task Force or Implementation Team”
 - Subgroups
- Encourage involvement
 - Multidisciplinary
- Communication
 - Memo’s, emails, ppt’s, conference calls, etc.

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Communication

- Critical component to project management
- Getting the message out to the key stakeholders AND others
- Consistent communication
- Familiar style and sender can strengthen the message
- Serve as an educational tool and to reinforce

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Share the ICD-10-CM Facts

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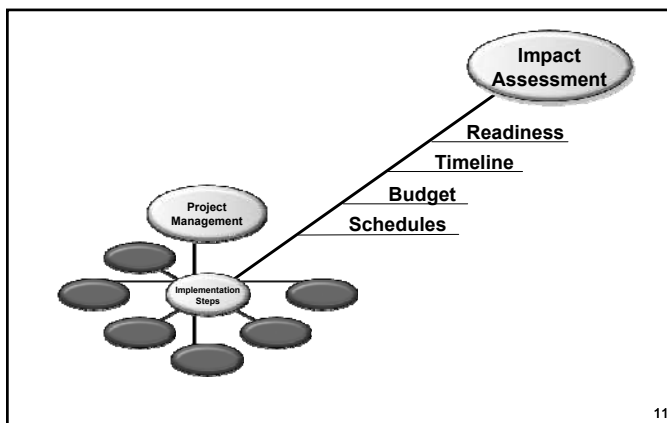
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Assessment – HIM Systems

- Readiness assessment
- Make a list of all the HIM systems which ICD-9-CM touches
- Identify data flow
- IT leadership needed
- Inventory—assessment
 - Tool (IT developed)
- Hardware and software changes
- Data conversion
- System readiness
- Testing and pilot
 - Retesting
 - Problem solving
- Training

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ICD-10 IT Systems

- Coding and Encoding software
- Medical record abstracting
- Case mix systems
- Billing systems
- Registration and scheduling systems
- Accounting systems
- Decision support systems
- Clinical systems
- Utilization management
- Contracting
- Case Management and UR
- Credentialing software and Provider profiling systems
- Clinical protocols
- Test ordering systems (CPOE)
- Clinical reminder systems
- Performance measurement systems
- Medical necessity software
- Disease management systems
- Aggregate data reporting
- Quality and Risk software

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HIM Vendors

- Survey current vendors
- Assessment and readiness tool
 - Work with IT leadership
- Readiness
 - Testing their system with ICD-10 codes
 - Revisions and corrections prior to Go-live

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HIM Staff Readiness

- All HIM Staff need to be aware of the ICD-10 change
- Coding staff – primary impact
 - Abstracting = vendor involvement and readiness
 - Data collection
 - Coding – encoder = vendor readiness
 - Education and training
 - Reporting and data mining
- Start with “awareness” education
 - High level overview of ICD-10 and the implementation plan
 - Decrease anxiety
- New ICD-10 Coding Guidelines
 - Review carefully
 - Introduce to coding staff
- Train the trainer – nationally and in each state
 - Budget \$

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Budget \$\$\$



- How much will it cost?
- How to spread out the cost
 - Department and areas
- IT assessment internal (hourly \$?)
 - IT assessment with external user, payers, etc.
 - IT programming
 - IT testing
- Education & Awareness costs
- Impact to Productivity
- Impact to AR and DNFB

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Form ICD-10 (and 5010) Steering Committee and subgroups	Begin Hospital and Organizational Impact Analysis Consulting (?)	Consulting (?)	IT and HIM System Testing and GO-LIVE	Follow-up IT System corrections and changes - IT Assessment
Begin IT Assessment – tools for Programming, Upgrades, Servers, etc	IT Programming Changes	Testing IT Programming Changes	Practice and Test Coding and GO-LIVE	IT Assessments and Audits Assess Other Depts.
System inventory – develop tool and begin process	HIM Assessment and HIM Systems	HIM Systems preparedness	Test systems, grouper, etc. Impact to AR and Productivity	HIM Assessments and Audits Impact to Productivity
Est. Costs - Budget	Budgeting ...	Budgeting...	Budgeting ... External Users Readiness	Resolve Issues with External Users
Project Management – Establish Key Leadership	Project Management and Status Reports	Payer Assessments – to accept ICD-10	Payer Readiness - testing	Project Management and Status Reports
5%	15%	20%	50%	10% (+inflation)

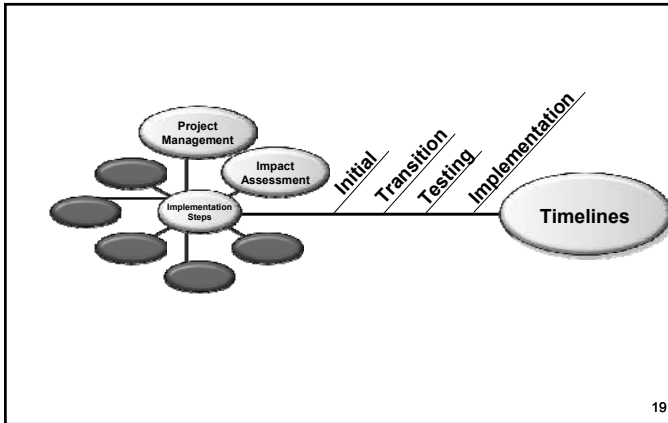
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Budgeting and Estimating Costs – Physician Setting

	Typical Small Practice	Typical Medium Practice	Typical Large Practice
Education	\$2,405	\$4,745	\$46,280
Process Analysis	\$6,900	\$12,000	\$48,000
Changes to Superbills	\$2,985	\$9,950	\$99,500
IT Costs	\$7,500	\$15,000	\$100,000
Increased Documentation Costs	\$44,000	\$178,500	\$1,785,000
Cash Flow Disruption	\$19,500	\$65,000	\$650,000
TOTAL	\$83,290	\$285,195	\$2,728,780

(Source: Nachimson Advisors, LLC, 10/08)

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Readiness and HIM Timeline

- Develop initially
- Year to year, month to month
 - Stages
 - Responsibilities
- List activities
- Revise and update

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ICD-10 Coding HIM

Prepare....8 Weeks Prior to Go-Live

- Weekly ICD-10 Coding information
- Code 20-25 records using ICD-10, bring issues to your coding HIM leadership
- Testing coding systems and accuracy

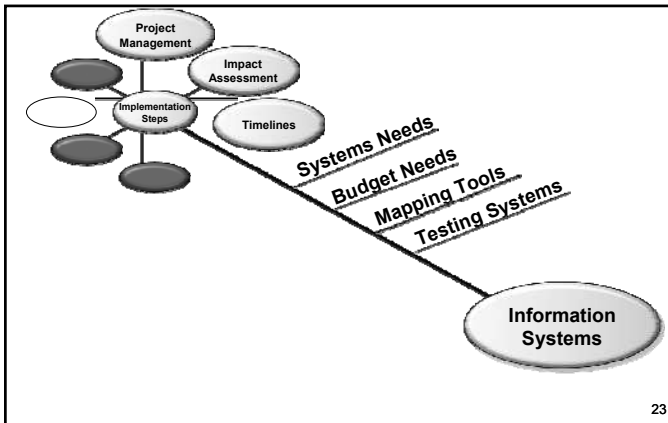
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Transition, Testing, Implementation

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Prepare for Post Go-Live...

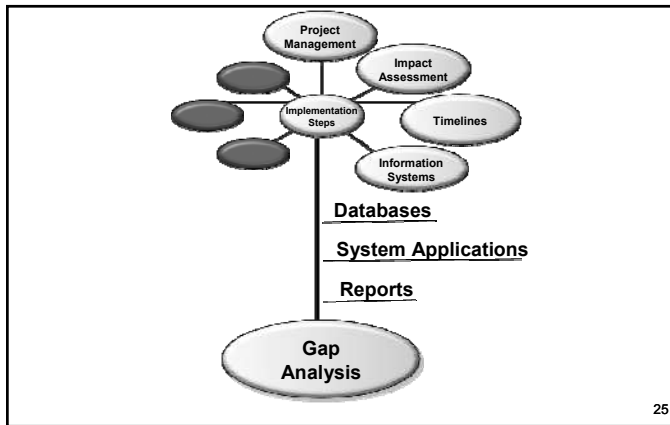
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What are the First Steps?

- HIM can educate IS staff on the code sets
 - xxxxxxx (7 digit inpatient procedure code, no decimal)
 - xxx.xxxx (8 digit diagnosis code, with decimal)
 - Compliance date: 10/1/2013
- IS Evaluations
 - Inventory all databases and applications
 - Identify all systems changes that will need to be made
- IS and all Departments
 - Determine which reports will require redesign

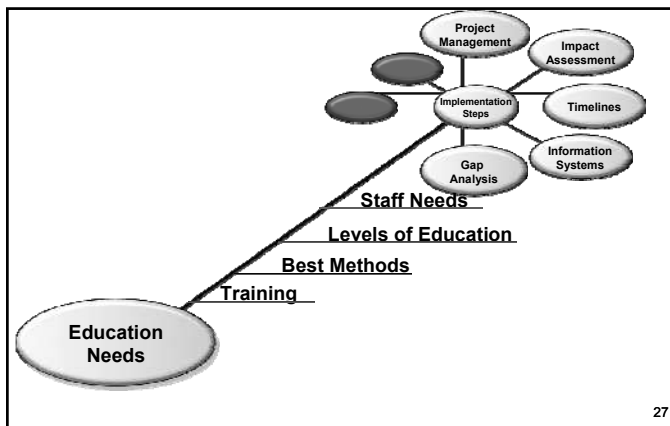
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What are Some Other Gaps?

- How long will both code sets need to be supported?
- Will any hardware or software need to be replaced or upgraded?
- Will vendors be ready with I-10 capability?
- Do you need to customize crosswalks, using GEMS tools?
- What are other high priority IS projects? EHR? Version 5010? Other must-do's?

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Who Needs Education ?

- Survey staff regarding their involvement in and the depth of understanding of the current code data set and how this impacts their daily contributions to quality assessments and the revenue cycle.
- Successful ICD10 code assignment requires a stronger background in anatomy, physiology, pathophysiology and procedural knowledge.

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Levels of Education Required

- For the staff that is directly responsible for actual code assignment and verification for compliance
- For administration, finance, utilization, quality - higher overview understanding
- For information systems / EHR – ensure that all the interfaces recognize and accept new codes

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Where to Obtain Education

- Books and references
- Formal classroom face-to-face
- Self-directed learning
- Seminars and workshops
- Cooperating Parties
- Practical coding of facility records

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Academic Timeline for ICD-10 Code Sets

- 2010
 - January
 - Evaluate readiness of faculty to teach code set
 - Budget additional dollars for training
 - August
 - Expand curriculum content on courses affected by code set changes.

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Academic Timeline for ICD-10 Code Sets

- 2011
 - April
 - Review and select new textbooks for the fall 2011 term.
 - July
 - Last chance to train coding faculty before shift in curriculum.
 - August
 - Associate and baccalaureate: First-year coding courses present both ICD-9 and ICD-10-CM/PCS to prepare students to convert completely to ICD-10-CM/PCS in second-year coding courses.

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Academic Timeline for ICD-10 Code Sets

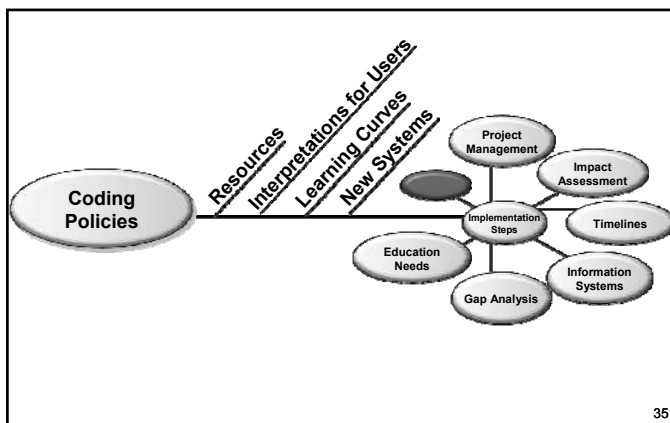
- 2012
 - August
 - Coding certificate programs (one year or less): complete conversion to ICD-10-CM/PCS in all coding courses.
 - Associate and baccalaureate: complete conversion in second-year coding courses.

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Academic Timeline for ICD-10 Code Sets

- 2013
 - May
 - First group of HIM students graduate with full training in ICD-10-CM/PCS.
 - June-September
 - Students sit for CCA, CCS, RHIT, RHIA credential exams under ICD-10-CM/PCS (anticipated).
 - October
 - Coding conversion complete: ICD-10-CM/PCS is the principal coding scheme in the US.

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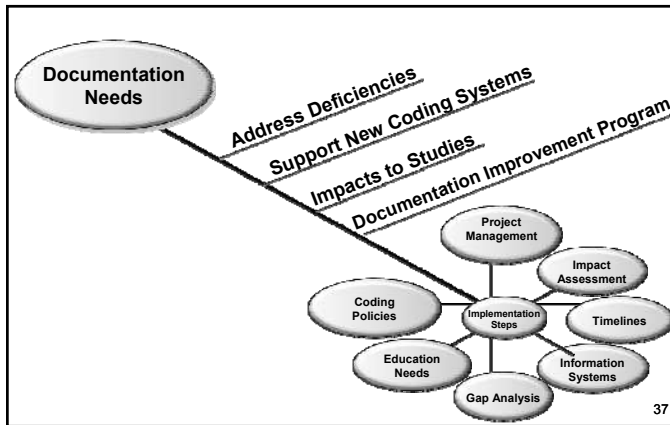


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Coding Policies and Procedures

- Assess impact of changes with the new coding systems
- Coding guidelines
- Accuracy and compliance
- Productivity

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Documentation Requirements

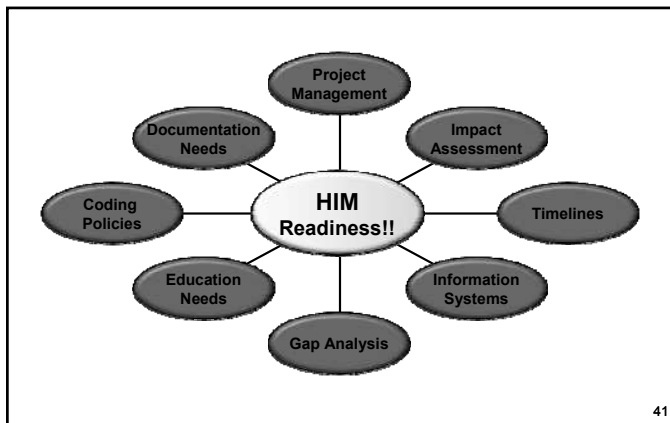
- Assessment of documentation needs and implement a documentation improvement program to address deficiencies identified in review and to support a new coding system.

Action and Next Steps

- Respond with comments to CMS and NCHS regarding:
 - What timeline for “freezing” ICD9 and ICD10 code sets do you recommend?
 - How do you want the ICD10 code set’s addenda (adds, revision, deletions) to look in the future?
 - What ICD-10-CM and PCS code display format in the MS-DRG Definition Manual would you like to see?
- Send electronic comments to Pat Brooks and Donna Pickett (see Resources)

What If We Wait?

- Will there be claims rejections or delays?
- Will there be decisions based on existing coded data?
- Will coders be ready to code with confidence?
- Will there be compliance issues?



Thank You

- **Gloryanne Bryant**, BS, RHIA, RHIT, CCS
 - Sponsored by Health Information Partners (HIP)
 - Senior Director Coding HIM Compliance
 - Catholic Healthcare West (CHW)
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- **Ginger Cox**, RHIT, CCS
 - Data Standards Coordinator
 - OSHPD Data Management Office
 - gcox@oshpd.state.ca.us
- **Kathy Myrick**, RHIT, CCS
 - Senior Business Analyst, HIM
 - QuadraMed Corporation
 - kmyrick@quadramed.com
 - Coding Instructor
 - San Diego Mesa Community College

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