



**ICD-10-CM
Implementation Part 2**

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Goal

- ▶ This Webinar conference series will assist in determining the impact ICD-10 will have to physicians and other health care providers and provide a timeline of essential activities for successful implementation.
- ▶ Implementation Webinar #2-Step 4-9

It's not to soon to prepare for ICD-10!!

Implementation Steps Covered in This Session

- ▶ Step 4: Organize Cross Functional Efforts
- ▶ Step 5: Budget Development
- ▶ Step 6: Internal System Design and Development-
Medium to large Medical Practices
- ▶ Step 7: Development of the Training Plan
- ▶ Step 8: Contact System Vendors
- ▶ Step 9: Implementation Planning

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Organize the Cross Functional Efforts

- ▶ **Step 4-Organize Cross-Functional Efforts**
- ▶ Medium to Large Medical Practice
- ▶ Identify staff to represent cross-functional areas
- ▶ Establish lines of communication for the cross functional team
 - ▶ Identify who has decision making authority
 - ▶ Establish schedule for ongoing updates on work status
- ▶ Establish meeting schedules and reports, including frequency of briefing senior management of progress or problems
- ▶ Establish Executive Steering Committee

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Organize the Cross Functional Efforts

- ▶ **Step 4-Organize Cross-Functional Efforts**
- ▶ Establish Project Management Office/department to coordinate and monitor efforts
- ▶ Workgroups to execute technical or department specific efforts
- ▶ Perform a GAP analysis
- ▶ Review existing operations and consider areas of improvement
 - ▶ Quality
 - ▶ Performance
 - ▶ Clinical
- 5 ▶ administrative



Organize the Cross Functional Efforts

- ▶ **Step 4-Organize Cross-Functional Efforts**
- ▶ Establish coordination with 5010 project team
- ▶ Most large practice will have two committees and teams working simultaneously on ICD-10 and 5010



Develop Your Budget

▶ Step 5: Include all costs associated with Implementation:

▶ Identify cost items/areas:

- ▶ Software costs
- ▶ Software license costs
- ▶ Hardware procurement
- ▶ Development costs
- ▶ Implementation/Deployment costs
- ▶ Possible EMR upgrade or implementation (e.g. Physician practices)
- ▶ Staff training costs: Coding staff, Clinical staff, Financial staff, Revenue cycle/billing staff, Administrative staff, Physicians (with privileges)



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Develop Your Budget

▶ Include all costs associated with Implementation:

▶ Identify cost items/areas:

- ▶ Overtime costs
- ▶ Work flow process changes
- ▶ System Testing
- ▶ Communicate budget plans with appropriate Management
- ▶ Develop on-going budget re-assessment process



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Internal System Design and Development

- ▶ **Step 6: Internal System Design and Development-Medium to large Medical Practices**
- ▶ (This step applies to organizations that maintain their internal systems. If all development is performed by vendors, then this step can be skipped.)
 - ▶ Establish Organizational Implementation Structure
 - ▶ Determine Project requirements
 - ▶ Complete design work
 - ▶ Reengineering analysis
 - ▶ Complete programming
 - ▶ Installation and Testing
 - ▶ Review and Beta Testing
 - ▶ Complete Testing/Validation/Verification
 - ▶ Ongoing support

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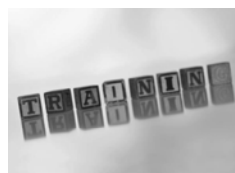
Development of the Training Plan

- ▶ **Step 7: Development of the Training Plan**
- ▶ Identify staff training needs.
- ▶ Identify resources needed for training:
 - ▶ External training
 - ▶ Training materials
- ▶ Internal resources available to support training
- ▶ Coordinate internal training. Identify staff to receive training on ICD-10-CM in two Phases
- ▶ Phase I training general overview of ICD-10-CM, guidelines format and structure
- ▶ Phase II training will be in-depth based on specialty



Development of the Training Plan

- ▶ Identify staff training needs
 - ▶ Identify resources needed for training:
 - ▶ External training
 - ▶ Training materials
 - ▶ Internal resources available to support training
 - ▶ Coordinate internal training
 - ▶ Identify staff to receive training on ICD-10:
 - ▶ Senior management
 - ▶ Cross-functional teams
 - ▶ Clinical staff
 - ▶ Coding staff
 - ▶ Financial staff
 - ▶ Administrative staff
 - Managers
 - Quality improvement staff
 - Utilization review staff
 - ▶ Revenue cycle/billing staff
 - ▶ Physicians



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Development of the Training Plan

- ▶ What type of training mechanism will you employ?
 - ▶ Webinars
 - ▶ Distance Learning
 - ▶ Workshops/Seminars
 - ▶ Textbooks
 - ▶ Conferences
 - ▶ Other Avenues



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Development of the Training Plan

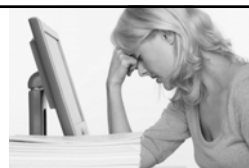
- ▶ Establish a training schedule.
- ▶ Identify materials needed for ongoing support after training
- ▶ Determine if temporary staff is needed during training
- ▶ Develop communication plan for staff on status of training

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Contact System Vendors

- ▶ **Step 8: Contact System Vendors**
 - ▶ Complete preliminary assessment of system changes needed for ICD-10
 - ▶ Determine if vendor will support changes to systems
 - ▶ Determine timeline for implementation of changes
 - ▶ Determine costs for implementation
 - ▶ Identify other changes to address issues identified in gap analysis
 - ▶ Identify when testing will occur
 - ▶ Determine anticipated testing time and schedule (when will they start, how long will they need, and what will be needed for testing (e.g. sample claims))



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System Costs

- System upgrades
 - Scanning
 - Billing
 - Financial analysis software
 - Electronic Medical Record
 - Overall cost \$500 million to 1.6 billion nationally
 - Smaller or solo practices will pay approximately \$181 million
 - Overall cost is controversial



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Implementation Planning

- ▶ **Step 9: Implementation Planning**
- ▶ This is the planning for how the project will be implemented by the organization
 - ▶ Breakdown implementation into stages: (What gets implemented when and by whom)
 - ▶ Some stages may overlap in timing
 - ▶ Planning
 - ▶ Analysis
 - ▶ Implementation
 - ▶ Education
 - ▶ Testing
 - ▶ Production

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Implementation Planning

- ▶ **Identify overall impact of ICD-10**
 - ▶ Review the new coding guidelines
 - ▶ Identify general impact of coding changes
 - ▶ Review crosswalks – government available; more enhanced vendor products
 - Determine use of crosswalks internally
 - ▶ Identify changes to current reports/trending involving ICD-10
 - ▶ Identify any new processes needed because of ICD-10
 - ▶ Identify additional quality efforts needed to ensure proper coding specificity
 - ▶ Review opportunities that could impact reimbursement, value based purchasing, and pay for performance

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Implementation Planning

- ▶ **Identify benefits of implementation**
 - ▶ Identify specific benefits
 - ▶ Identify how to achieve benefits
 - ▶ Identify who else needs to help with achieving benefits – vendors, health plans
 - ▶ Develop communication plan for staff on status of training
 - ▶ Monitor that training is occurring on schedule at the appropriate times
 - ▶ Reevaluate training schedule and resources as needed
- ▶ **Develop post-implementation problem resolution process that will address how to report, track, prioritize, and correct issues identified**

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Implementation Planning

- ▶ Develop a reasonable timeline that can be accomplished in the solo or small medical practice
 - ▶ Map out a project plan on a simple Excel spreadsheet with benchmarks and status of completion
- ▶ Managers and/or coders should get physician approval

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Sample Project Plan

*ABC Medical Practice
ICD-10 Provider Project Plan*

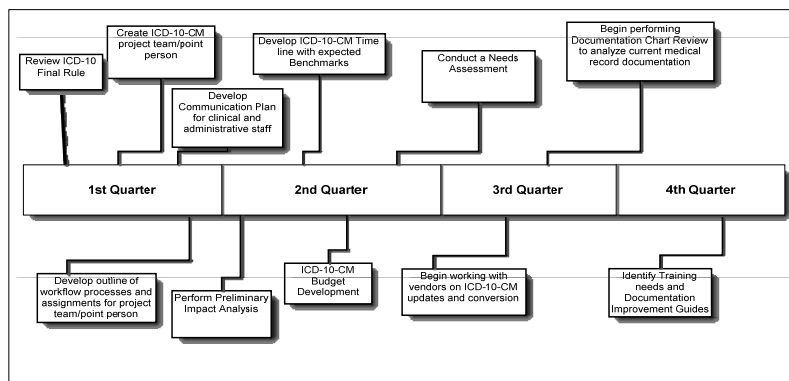
Item	Steps to Implementation	Start	Due	Completed	Assigned To:
1.0	Organize the Implementation Effort-Estimated timeline 2 months	1/16/09	7/1/09		
1.1	Review ICD-10-CM Final Rule	1/16/09	2/1/09	1/31/09	Manager
1.2	Point person/Lead for ICD-10-CM Implementation	2/1/09	3/1/09	3/1/09	Manager
1.3	Prepare briefing materials to review with physician(s) related to work and scope of work that needs to be accomplished	3/4/09	4/30/09	4/30/09	Manager
1.4	Contact our consultant to review materials and offer assistance	4/1/09	5/1/09	4/15/09	Manager
1.5	Review impact of ICD-10 with all providers	5/1/09	6/1/09	6/1/09	Manager
1.6	Establish regular meeting schedule with provider(s) to discuss progress	5/15/09	6/1/09	6/1/09	Manager
1.7	Identify areas that will impact the practice	6/1/09	7/1/09		Manager and Coder
1.8	Establish who has final decision making authority	6/1/09	7/1/09		Physicians
		Start	Due	Completed	Assigned To:
2.0	Establish Communication Plan	7/1/09	8/1/09		Manager
2.1	Develop method of communication on ICD-10-CM				Manager
2.2	Develop materials for physicians and staff				Manager
2.3	Develop communication schedule				Manager

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Develop Timelines in the Planning Phase

ICD-10-CM Implementation Timeline Example Year 1

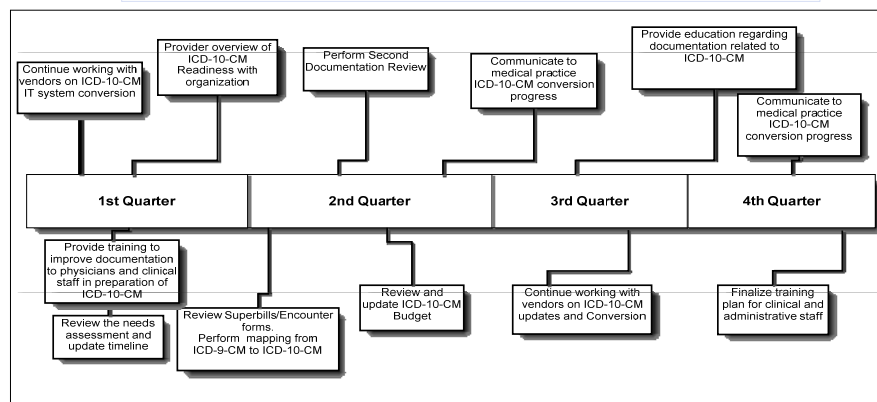


Source: ICD-10-CM Implementation Guide-Make The Transition Manageable; AMA Press, Grider, 2009



Develop Timelines in the Planning Phase

ICD-10-CM Implementation Timeline Example Year 2

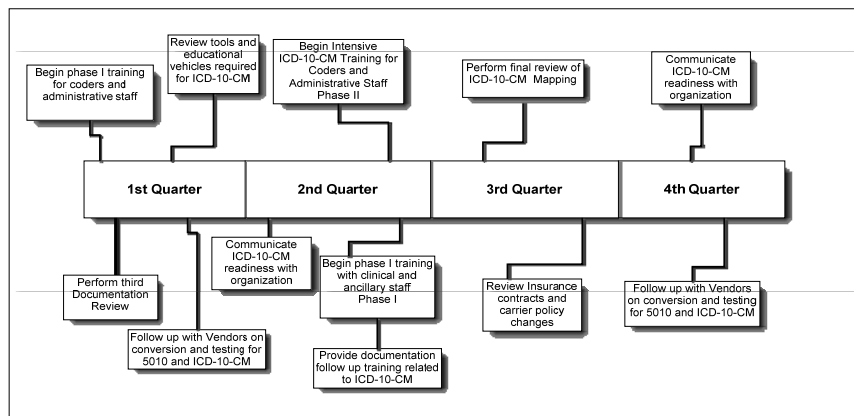


Source: ICD-10-CM Implementation Guide-Make The Transition Manageable; AMA Press, Grider, 2009



Develop Timelines in the Planning Phase

ICD-10-CM Implementation Timeline Example Year 3

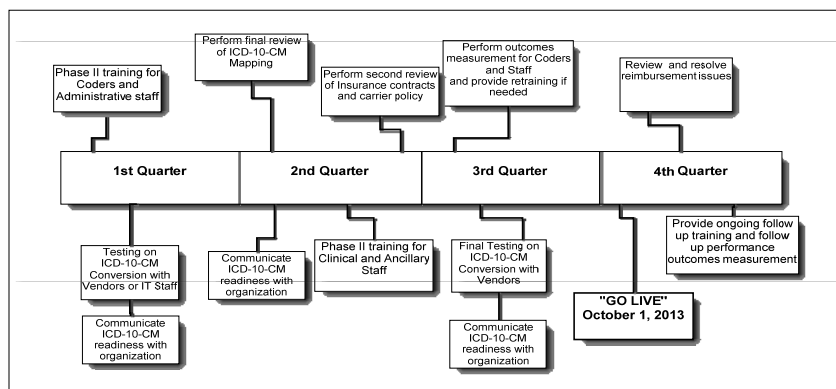


Source: ICD-10-CM Implementation Guide-Make The Transition Manageable; AMA Press, Grider, 2009



Develop Timelines in the Planning Phase

ICD-10-CM Implementation Timeline Example Year 4



Source: ICD-10-CM Implementation Guide-Make The Transition Manageable; AMA Press, Grider, 2009



Prescription for Success

- ▶ Review Internal Systems (medium to large health plans)
- ▶ Contact System Vendors
- ▶ Develop the Training Plan for your organization
 - ▶ Ensure all appropriate staff receives training at the right time and the right mechanism
- ▶ Develop your Internal Implementation Plan



AAPC's ICD-10 Resources

- ▶ Reasonable cost training currently under development
 - ▶ Fifteen minute webinar series for physicians and managers-1st quarter 2010
 - ▶ 15 or more topics under development
 - ▶ Provider Curriculum for medium to large group medical practices and universities-1st quarter 2010
 - ▶ Webinars for general ICD-10 guidance- 1st quarter 2010



AAPC's ICD-10 Resources 2011-2013

- ▶ Webinars—general and specialty specific ICD-10-CM
- ▶ Distance learning modules general and specialty specific
- ▶ Half day workshop for ICD-10-CM and ICD-10-PCS training
- ▶ Education sessions will range from 5-10 sessions at the AAPC National Conference in 2010 and 2011
- ▶ Twenty education sessions at the National and Regional AAPC conference in 2012
- ▶ AAPC National Conference will have twenty education sessions available of various topics in 2013
- ▶ Eight Regional Conferences will be held throughout the country and all sessions will focus on ICD-10-CM and ICD-10-PCS in 2013

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15 Minute Webinars Series for Physicians and Practice Managers

- ▶ Some of the Topics Include:
 1. How Do I Begin?
 2. What areas will Impact my Medical Practice?
 3. Conducting a Impact Analysis
 4. Developing a Realistic Budget for Implementation
 5. What Questions should I ask my Vendors?
 6. How will 5010 Affect my medical practice?
 7. Planning for Implementation
 8. What methods and types of training should I engage for my employees?
 9. How much time should we devote to training?
 10. Analyzing the Business Process
 11. Conducting a Gap Analysis
 12. Crosswalking from ICD-9-CM to ICD-10-CM
 13. Should my Practice Implement an Electronic Medical Record along with ICD-10 Implementation
 14. What should I expect my vendor to deliver
 15. What happens after the Implementation date

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AAPC's ICD-10 Plan for our Certified Coders

- ▶ ICD-10-CM proficiency testing will begin October 1, 2012 and end September 30, 2014
 - ▶ Every certified coder must take and pass a proficiency examination on ICD-10-CM to maintain certification
 - ▶ Open book 75 question test.
 - ▶ Coder may use any resource available to complete examination
 - ▶ May take the examination twice for a cost of \$60.00
 - ▶ Test is taken on line and is a timed test

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Resources

<http://www.aapc.com>

- ▶ Valuable resources for all medical practices solo practitioners-large medical groups
- ▶ <http://www.cms.hhs.gov/ICD10>
- ▶ Complete list of code sets for ICD-10-CM and ICD-10 PCS; final rule and Official ICD-10-CM Guidelines

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Implementation Webinar Part 3

- ▶ The next Webinar will cover the following implementation steps:
 - ▶ Step 10: Phase I Training
 - ▶ Step 11: Business Process Analysis
 - ▶ Step 12: Education and Training, Phase II
 - ▶ Step 13: Policy Change Development
 - ▶ Step 14: Outcomes Measurement
 - ▶ Step 15: Deployment of Code by Vendors to Customers
 - ▶ Step 16: Go Live—Implementation Compliance
 - ▶ Ongoing Compliance
 - ▶ The Next Step-AAPC will guide you to what you need to do next

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Questions?



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Thank Your for Attending

- ▶ For more information or to schedule Curriculum Training go to: www.aapc.com