ICD-10 Transition for Rural & Critical Access Hospitals

Current Status Survey, Next Steps &
Timeline for Compliance by
October 1, 2014

August 2, 2013
ICD-10 is not a secret…

• Most – if not all – of you have attended 1 or more ICD-10 seminars, webinars, presentations, or gripe sessions

• CMS has made it abundantly clear that the Oct. 1, 2014 implementation date will not be pushed back again

• HIMSS, HFMA, WEDI, AAHAM and other healthcare professional organizations have published abundant ICD-10 resource material

• You either have – or have not – begun work on ICD-10 transition in your facility

• You are somewhere along the timeline for ICD-10 readiness and compliance

• You may – or may not – have a clear roadmap that will get you to your final ICD-10 destination
By now, everyone understands ICD-10 will impact providers and patients before, during, and after a hospital stay…
…and everyone understands ICD-10 will impact virtually every business & clinical process and almost all functional areas within the enterprise.
Which Departments and Functions Will Be Impacted?

• Ancillary Departments
  - Imaging
  - Lab
  - Surgery
• Auditors and Consultants
• Business Office
• Case Management
• Coders
• Compliance
• Contracting
• Epidemiological/Public Health Reporting
• Finance

• Health Information Management (HIM)
• Information Technology and Security
• Nursing
• Patients
• Patient Access and Registration
• Performance Improvement
• Physicians Working in Hospital
• Physician Practices
• Quality Management
• Senior Management
• Trend analysis & reporting
• Utilization Management
So today’s topics are…

• Where in the ICD-10 transition process are we today – individually and as a group?

• How comfortable are we that we will be able to smoothly transition to ICD-10 compliance by October 1, 2014?

• What are some of the major concerns surrounding ICD-10? Are those concerns shared by this group?

• What are the major challenges, co-dependencies, and/or conflicts associated with ICD-10 transition?

• In what areas would assistance with or support for ICD-10 transition be helpful?

• What does the ICD-10 roadmap look like from here? What are the key strategies and benchmark steps?

• Can Arizona’s rural and CAH facilities collaborate and/or pool their resources to make ICD-10 transition faster, easier, more cost-effective?
TOP 8 ZANIEST ICD-10 CODES
A Collection of the Craziest Codes You Hope Never to Encounter
especially after Oct. 1, 2014

1. Problems with the in-laws Z63.1
2. Asphyxiations due to being trapped in a discarded refrigerator, accidental T71.231D
3. Sucked into jet engine V97.33XD
4. Fall into bucket of water, causing drowning & submersion W16.221
5. Burn due to water-skis on fire V91.07XD
6. Walked into lamppost W22.02XD
7. Hair causing external constriction W49.01XA
8. Animal-rider injured in collision with trolley V80.730A
ICD-10 READINESS SURVEY

10 Questions to Assess Current ICD-10 Transition Status

“My dear, here we must run as fast as we can, just to stay in place. And if you wish to go anywhere you must run twice as fast as that.”

Lewis Carroll, Alice in Wonderland
Survey Instructions…

• Use your smart phone or other cell phone with SMS (texting) capability to respond to each question

• Each response correlates with a unique numeric code displayed on-screen

• There are 10 questions total – some require only a single response, others allow you to select multiple responses by texting multiple response codes while the question is “open”

• Text all responses to this number: 22333

• Your responses will be displayed “real time” on-screen

• When everyone has answered a given question, we will “close” that question and move on
ICD-10 COMPLIANCE: TIMELINE & ESSENTIAL STEPS

“Would you tell me, please, which way I ought to go from here?”
"That depends a good deal on where you want to get to."
"I don't much care where —"
"Then it doesn't matter which way you go."
“— so long as I get somewhere.”
“Oh, you’re sure to do that, if only you walk long enough.”

Lewis Carroll, *Alice in Wonderland*
The ICD-10 Transition Window Grows Increasingly Short

Aug. 1, 2013

Executive
- Convene Interdisciplinary Steering Group
- Review and Approve Plans & Budget
- Conduct Awareness Campaign
- Communicate & Manage Change
- Conduct Bi-Weekly Steering Committee Meetings

Business
- Conduct Payer Inventory
- Assess Payer Readiness
- Assess Contracts
- Develop Contingency Plans
- Develop Revenue Protection Plan
- Gather Benchmarks #1
- Gather Benchmarks #2
- Manage Provider/Payer Integration According To Plan
- Simulate Provider / Payer A/R Changes
- Train Clinical Areas
- Assess HIM Staff Knowledge of ICD-10
- Train Coders - Anatomy
- Train Coders – Disease Processes
- Train Coders – ICD-10
- Dual Coding ICD-9/ICD-10
- Implement Documentation Improvement

IT
- Perform IT Inventory & Gap Analysis
- Define ICD Impacts
- Develop Plan & Budget
- Implement ICD Upgrades
- Remediate Reports and Interfaces
- Conduct Internal ICD-10 System Tests
- Test With Trading Partners
- Plan for Transition Reporting

PMO
- Implement PMO
- Manage Interdisciplinary Program
Seven-step high-level roadmap to ICD-10 implementation...

**STEP 1:** Identify & prioritize the ICD-10 impacts to your enterprise by performing a risk-driven, process-oriented assessment of people, processes & technologies

**STEP 2:** Perform a financial risk assessment – re-think how ICD-10 will financially impact your facility and develop strategies to mitigate financial risk

**STEP 3:** Benchmark – take a hard look at your current performance metrics and the extent to which those metrics will measure success with ICD-10

**STEP 4:** Actively engage/communicate with your payers, trading partners, and vendors

**STEP 5:** Develop and execute a comprehensive strategy for data & reports

**STEP 6:** Educate your staff and reach out to both employed and community-based physicians

**STEP 7:** Plan sufficient time for both internal & external testing – ICD-10 testing is *nothing* like HIPAA5010 testing

**RESOURCES:**
Checklist – Some Essentials for ICD-10 Transition Readiness

- Be sure you have identified *all* people, processes & technologies in *all* clinical, operational, business, and other functional areas impacted by ICD-10
- Get on top – and stay on top – of both internally-supported and vendor-supported system and application upgrades and internal system/application testing
- Define and execute your strategy for data management, data conversion, trending, reports, etc.
- Revisit your strategy for coding, HIM, and ICD-9/ICD-10 mapping
  - Coder training – both A&P and ICD-10-CM/PCS
  - Coder staffing, retention/replacement plan
  - Outsource coding (if necessary or desirable)
- Keep working on clinical documentation improvement
  - Assess ICD-10 revenue risk and plan for mitigation – high-volume and/or high-dollar diagnoses/procedures
  - Employed physicians (if any)
  - Community physicians & medical practice staff
- Communicate with your payers & trading partners
  - When/how will they convert to ICD-10? What about reports & interfaces? When will they be ready to test?
  - Payer contract assessment, management, and renegotiation – will the business rules change under ICD-10?
- Have a comprehensive testing plan in place – TEST, TEST, & TEST some more!!
- Plan for dual coding (ICD-9 & ICD-10) before/after Oct. 1, 2014
- Plan for decreased productivity, increased denials and “pended” claims
- Plan for 6 months’ cash reserve
SHARING THE ICD-10 WORKLOAD

“We must all hang together, or assuredly we shall all hang separately.”

Benjamin Franklin (to John Hancock)