ICD-10-Readiness Assessment-What?

- Tool to enable an organization to be proactive in initiating the necessary steps to gather information needed to prepare for ICD-10

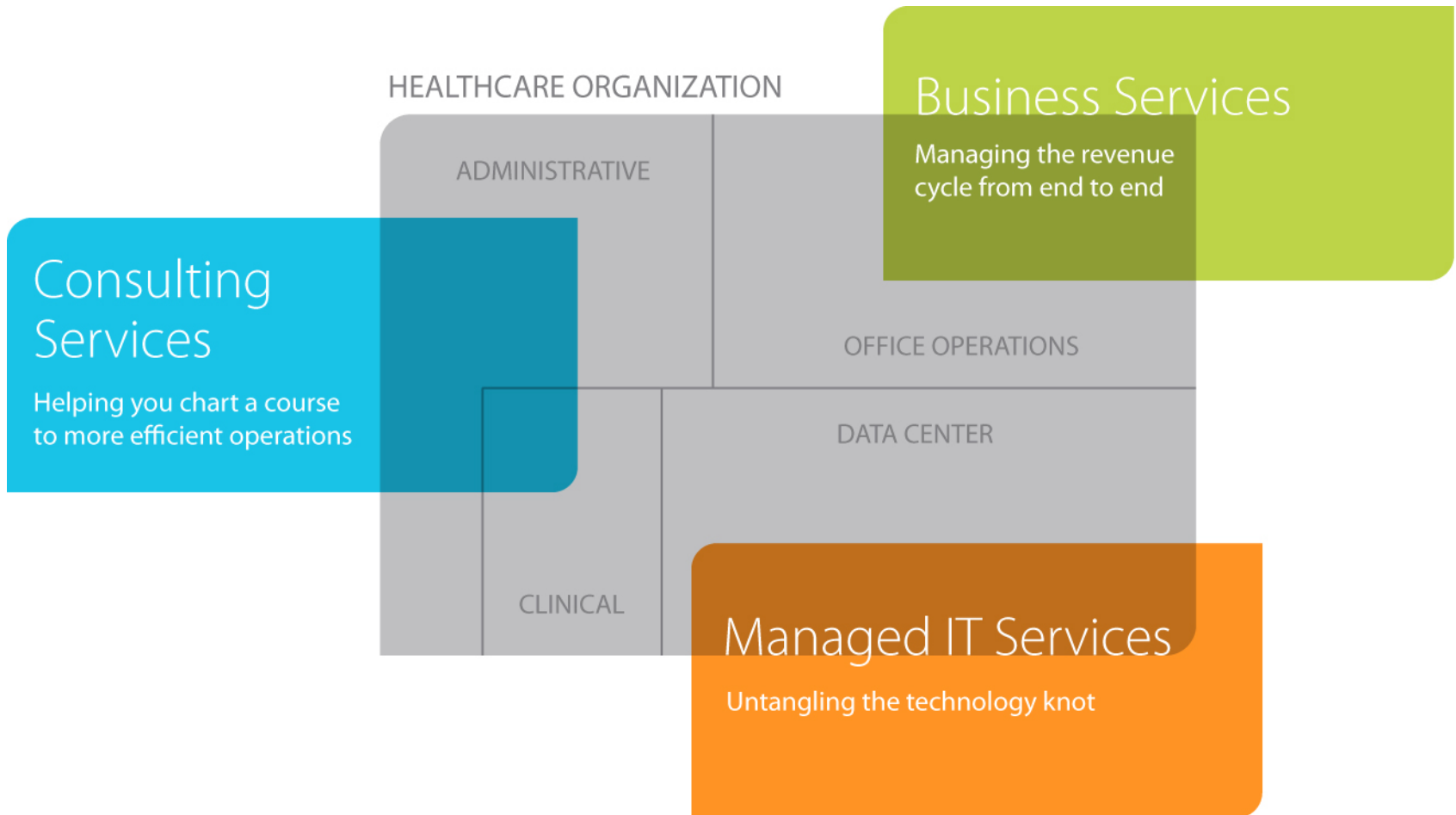**ICD-10:**
Better.Together.

- ICD-10-CM and PCS coding structure will limit one-to-one code matching
- Changes will need to be made to support the coding format
- Organizations will need to address challenges throughout
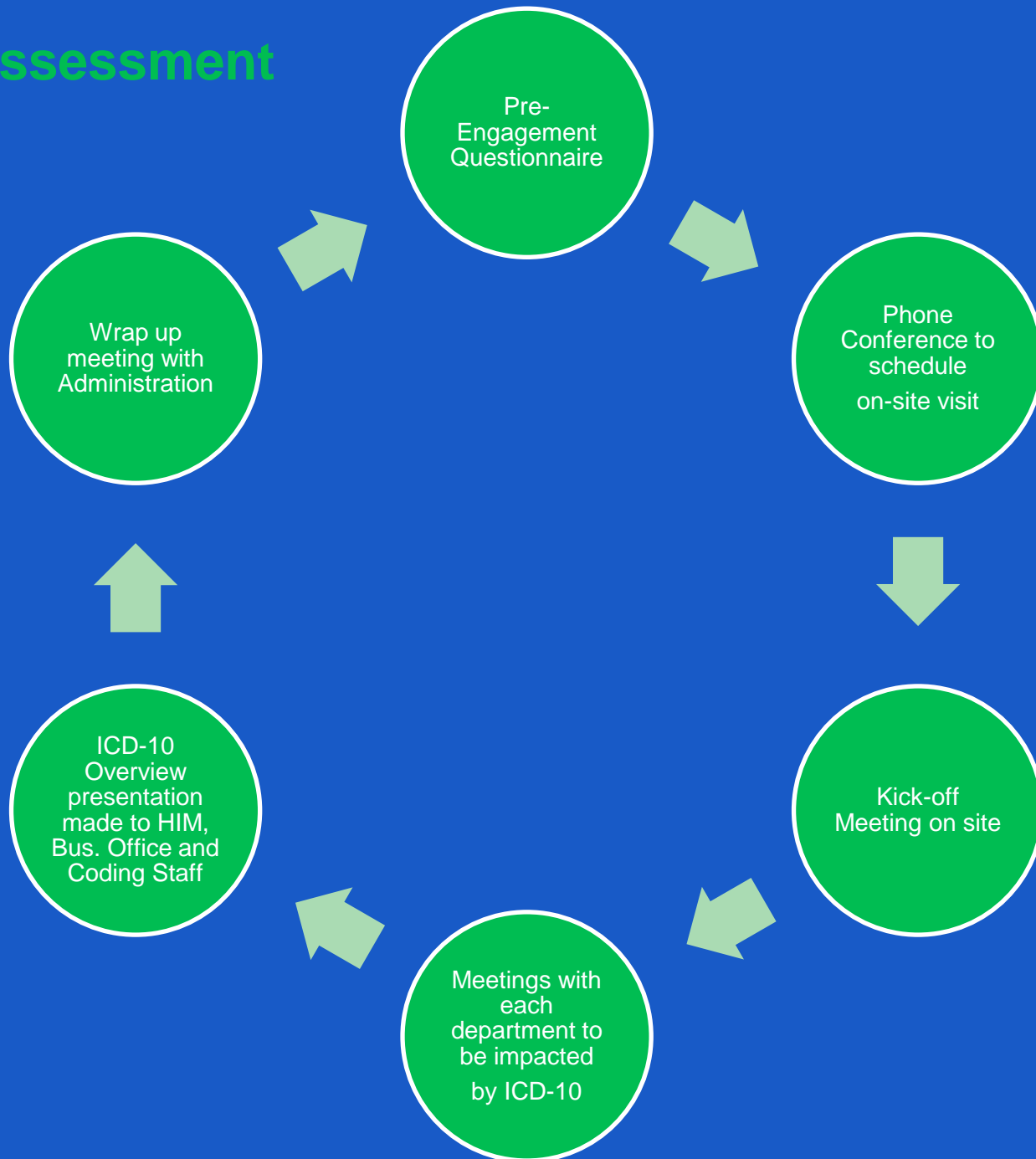 - Consider consultants to assist with the process

How Can We Help?

- Our Consultants can assist with…
  o Guiding facilities through the ICD-10 transition from beginning to end

- Readiness Engagement
  o Through an ICD-10 Readiness Engagement, TruBridge can tailor a Project Plan organization specific to meet readiness needs

- Project Management
  - TruBridge can come in and oversee the transition while your organization focuses on more critical tasks and processes
  - Perform Risk Assessments to survey current environment, identify risks and close gaps

ICD-10 Assessment Process

```
Pre-Engagement Questionnaire
    ↓
Phone Conference to schedule on-site visit
    ↓
Kick-off Meeting on site
    ↓
Meetings with each department to be impacted by ICD-10
    ↓
ICD-10 Overview presentation made to HIM, Bus. Office and Coding Staff
    ↓
Wrap up meeting with Administration
    ↓
(back to start)
```

Pre-Engagement Questionnaire

- Sent to facility prior to onsite engagement
- Contains information about facility as a whole
  - Facility bed size
  - Contact person
  - Administrative staff
  - Key members and roles identified
  - Physician champion named
  - Processes currently affected by ICD-9 are identified
  - Current workflow identified

Telephone Conference Call

- In this call, the following are established:
  - Days on site (To and From)
  - Number of days on site and hours
  - Date and time of Kick-off meeting and key staff to be involved
  - Key individuals who will participate in the assessment and department represented
  - Agenda created

(continued)

- o Meeting space and menu planning
- o Meeting logistics
- o A/V needs
- o Timeline for staff meetings and Overview of ICD-10 education

- On site Kick-off meeting with key staff
- Senior Administration
  - CEO
  - CFO
  - IT

- Physician Champion
- Clinical administration
- HIM Director
- Business Office Mgr.
- Patient Registration and Admitting

Kick-Off Meeting

- Project Plan is reviewed
- Kick-off presentation made about ICD-10
- Expectations set and agreed
- Meeting schedule reviewed and changes made if needed
- Educational opportunity for physician champion discussed and meeting set
- Tour of facility and operations
- Introductions of individuals involved in department assessments made

On Site Department Meetings

- Meetings are held with department heads to discuss day to day operations of department
- Introduction of staff in the department
- Education level and knowledge of ICD-9 and ICD-10 discussed
- Processes involving ICD-9 that will be impacted by ICD-10 are identified

- Formatted assessment is completed by the consultant with the cooperation of the department head
- Tour of department is performed and shadow with personnel who are involved in ICD-9 processes
- Information is captured about current processes along with any suggestions

- In the Nursing Administration meetings (QA, CM, etc.)
  - o Discussion about current documentation challenges
  - o Documentation tools needed
  - o Documentation challenges are identified and examples discussed

On Site Department Meetings (cont.)

o Effects of documentation on reimbursement and DRGs is discussed

o Knowledge of ICD-10 is discussed

o Questions about myths and expectations of ICD-10 are addressed

On Site Department Meetings (cont.)

- Meetings with IT are to determine:
  - o Facility readiness with hardware
  - o Current reporting format and reports currently in use that include ICD-9 codes and will include ICD-10
  - o Dedicated server available for testing
  - o Storage of historical data with both ICD-9 and ICD-10 codes
  - o Updating of Policies and Procedures in anticipation of ICD-10 transition
  - o Payer education opportunities for testing and education

On-site Meeting with Physician "Champion"

- Establish important to gain physician "buy in" to ICD-10 and documentation needs
- Present ICD-10 overview
- Discuss current documentation and coding challenges
- Queries and turnaround time responses
- Ease of using EHR and EMR

TruBridge
A CPSI Company

- Recognition of Electronic Health and Medical Records as tools
- Discuss physician resources physicians who may have already had ICD-10 training to assist with transition and education of others
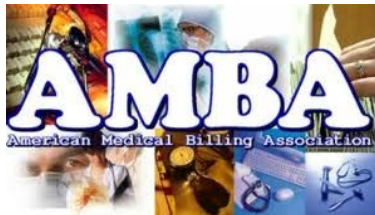
Education with Billers, Coders and Bus. Office Staff

- Presentation made of Overview of ICD-10
- Presentation made of ICD-CM and PCS with examples
- Presentations include Continuing Education Credit (CEs)
- Assessment completed with Bus. Office Mgrs., HIM Dir. about educational needs

- Vendor sought for education
- Timeline for education
- Credentials of coders, billers and organizational affiliation identified
- Educational opportunities for staff above ICD-10 (Anatomy, Medical Terminology)

ICD-10 Education for Nurses

- ICD-10 Overview presented
- Continuing Education (CE) credits awarded to nurses
- Education for nurses and physicians for ICD-10 discussed and vendor possibilities
- Documentation tools for nurses discussed
- Initiatives to improve physician documentation discussed

- Relevance of linking pre-existing conditions and impact on DRGs
- Discussion of hospital acquired infections and changes in diagnoses in ICD-10 to capture information (e.g., decubitus ulcers and staging at admission, MRSA, TB (initial encounter, v. sequelae)

Assessment Impact on Policies and Procedures

- Evaluate current Polices & Procedures to ensure support of ICD-10
- Evaluate current department processes that will be impacted by ICD-10
- Create a plan to identify deficiencies
- Create a plan to resolve affect on productivity
- Communicate information to areas affected by ICD-10

Organizational Assessment Measures

- Develop an internal implementation timeline
- Specify resources required to complete identified tasks
- Delineate transition tasks, deadlines, and responsible individuals
- Assess organizational readiness for transition
- Identify systems, applications and databases affected by ICD-10
- Conduct surveys of all business areas to determine level of impact

Wrap Up Meeting

- Key staff from "Kick-off" meeting present
- Preliminary findings are discussed
- Expectation of delivery of assessment discussed and timeframe agreed
- Suggestions made about improvements of current processes

- Resources identified (staff)
- Current tools available to assist coders in getting acquainted with ICD-10 (utilize encoder tools and testing modules)
- Timelines to educate discussed

- Discussion about current A/R days and anticipated delays resulting in ICD-10 transition and how to prepare
- ICD-10 education plan geared to physicians discussed
- Vendors available discussed

Help for Physicians in Planning for the ICD-10 transition.
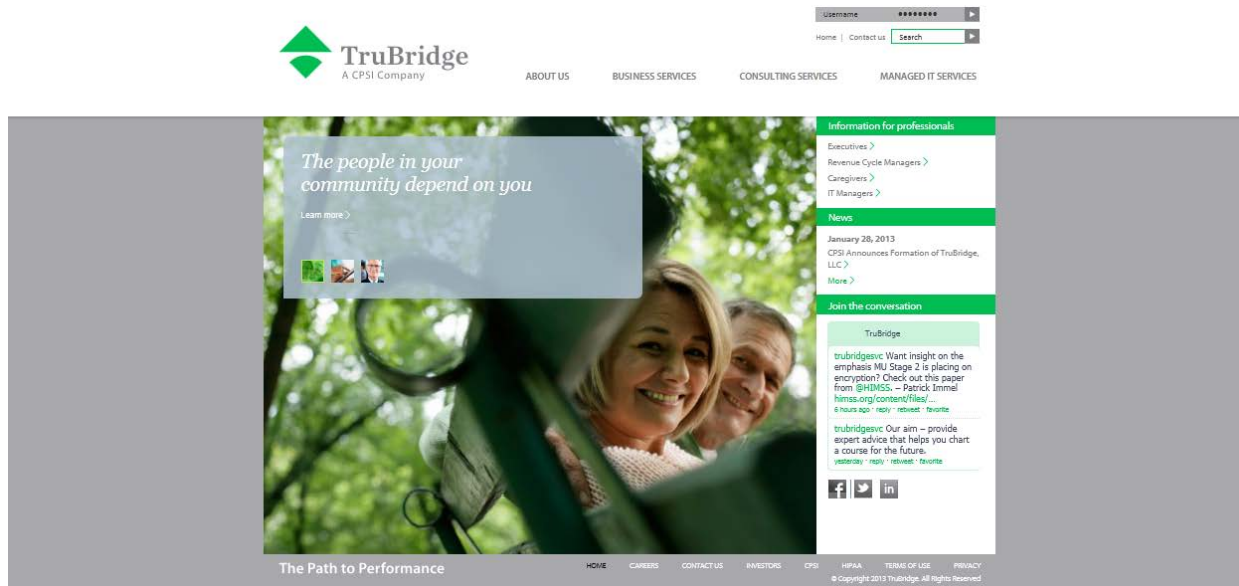
Join the Conversation

Keyword TruBridge

facebook.com/trubridgeservices

@trubridgesvc

www.trubridge.net

Questions

CEU Code: 31531OMP

Thank you for your time.

Please contact TruBridge with any questions or for more information.

The Path to Performance