

# THE FINAL COUNTDOWN: PRELIMINARY FINDINGS FROM 2014 SURVEY ON IMPACT OF ICD-10

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**edifecs**

# Welcome



**Jennifer Covich Bordenick**

Chief Executive Officer  
eHealth Initiative



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American Health Information  
Management Association®

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# Housekeeping Reminders

- **All participants are muted**
  - To ask a question or make a comment, please submit via the chat feature and we will address as many as possible after the presentations.
- **Audio and Visual is through [www.readytalk.com](http://www.readytalk.com)**
  - If you are experiencing technical difficulties accessing audio through the web, there will be a dial-in phone number provided upon request for you to call. In addition, if you have any challenges joining the conference or need technical assistance, please contact ReadyTalk Customer Care: 800.843.9166.
- **Today's slides are available for download at [www.ehidc.org](http://www.ehidc.org) under 'New Resources.'** The audio recording will be posted within 24 hours.



# About Us

- eHealth Initiative's mission is to drive improvement in the quality, safety, and efficiency of healthcare through information and technology.
- Since 2001, eHealth Initiative is the only national, non-partisan group that represents all the stakeholders in healthcare.
- eHealth Initiative focuses its research, education and advocacy efforts in three areas:
  - Using Data and Analytics to Understand and Improve Care
  - IT Infrastructure to Support Accountable Communities
  - Connecting Communities through Interoperability and Data Exchange
- For more information, please visit [www.ehidc.org](http://www.ehidc.org)



# About Us

- The American Health Information Management Association (AHIMA) is the premier association of health information management (HIM) professionals worldwide. Serving 52 affiliated component state associations and more than 71,000 members, it is recognized as the leading source of “HIM knowledge,” a respected authority for rigorous professional education and training.
- Founded in 1928 to improve health record quality, AHIMA has played a leadership role in the effective management of health data and medical records needed to deliver quality healthcare to the public.
- AHIMA is working to advance the implementation of electronic health records (EHRs) by leading key industry initiatives and advocating high and consistent standards. AHIMA members stay one step ahead through AHIMA's accreditation of cutting-edge academic programs and professional development opportunities, including comprehensive continuing education.
- In addition to providing resources AHIMA actively advocates for the HIM Profession, serves as a thought leader in the world of HIM and is one of the four cooperating parties responsible for the ICD-10 Coding Guidelines.
- For more information, please visit [www.ahima.org](http://www.ahima.org)



# Thank You to Our Sponsor



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# Agenda

## **1:00 – 1:05 PM – Welcome**

- Jennifer Covich Bordenick, Chief Executive Officer, eHealth Initiative

## **1:05 – 1:15 PM – Opening Comments – Importance of ICD-10**

- Lynne Thomas Gordon, Chief Executive Officer, AHIMA

## **1:15 – 1:35 PM – Overview of ICD-10**

- Denesecia Green, Senior Health Insurance Specialist, Centers for Medicare & Medicaid Services (CMS)

## **1:35 – 1:45 PM – Presentation of Survey Results**

## **1:45 – 2:15 PM – Panel Discussion**

## **2:15 – 2:25 PM – Questions and Answers**

## **2:25 – 2:30 PM – Closing Remarks**



# Importance of ICD-10



**Lynne Thomas Gordon,**  
**MBA, RHIA, CAE, FACHE, FAHIMA**  
Chief Executive Officer  
AHIMA





AMERICAN HEALTH INFORMATION MANAGEMENT ASSOCIATION

# ICD-10 Update

Lynne Thomas Gordon

# ICD-10 BACKGROUND

# Timeline

<b>1979</b>	ICD-9-CM Implemented in United States
<b>1993</b>	ICD-10 released by the World Health Organization; review and development of ICD-10-CM by NCVHS begins
<b>1999</b>	ICD-10 implemented in US for mortality reporting
<b>2003</b>	Updated draft of ICD-10-CM was posted on the NCHS web site; research shows that switching to the new code sets is likely to generate more benefits than costs. NCVHS recommends adoption of ICD-10-CM/PCS.
<b>2006</b>	House Ways & Means Committee hearing on adoption of ICD-10
<b>2008</b>	HHS notice of proposed rule for ICD-10 adoption by 10/1/2011
<b>2009</b>	HHS publishes final rule for ICD-10 adoption by 10/1/2013
<b>2012</b>	ICD-10 implementation deadline delayed by HHS to 10/1/2014
<b>2014</b>	ICD-10 deadline delayed by Congress to 10/1/2015 at the earliest; HHS confirms that delay will be until 10/1/2015

# Advocacy Efforts

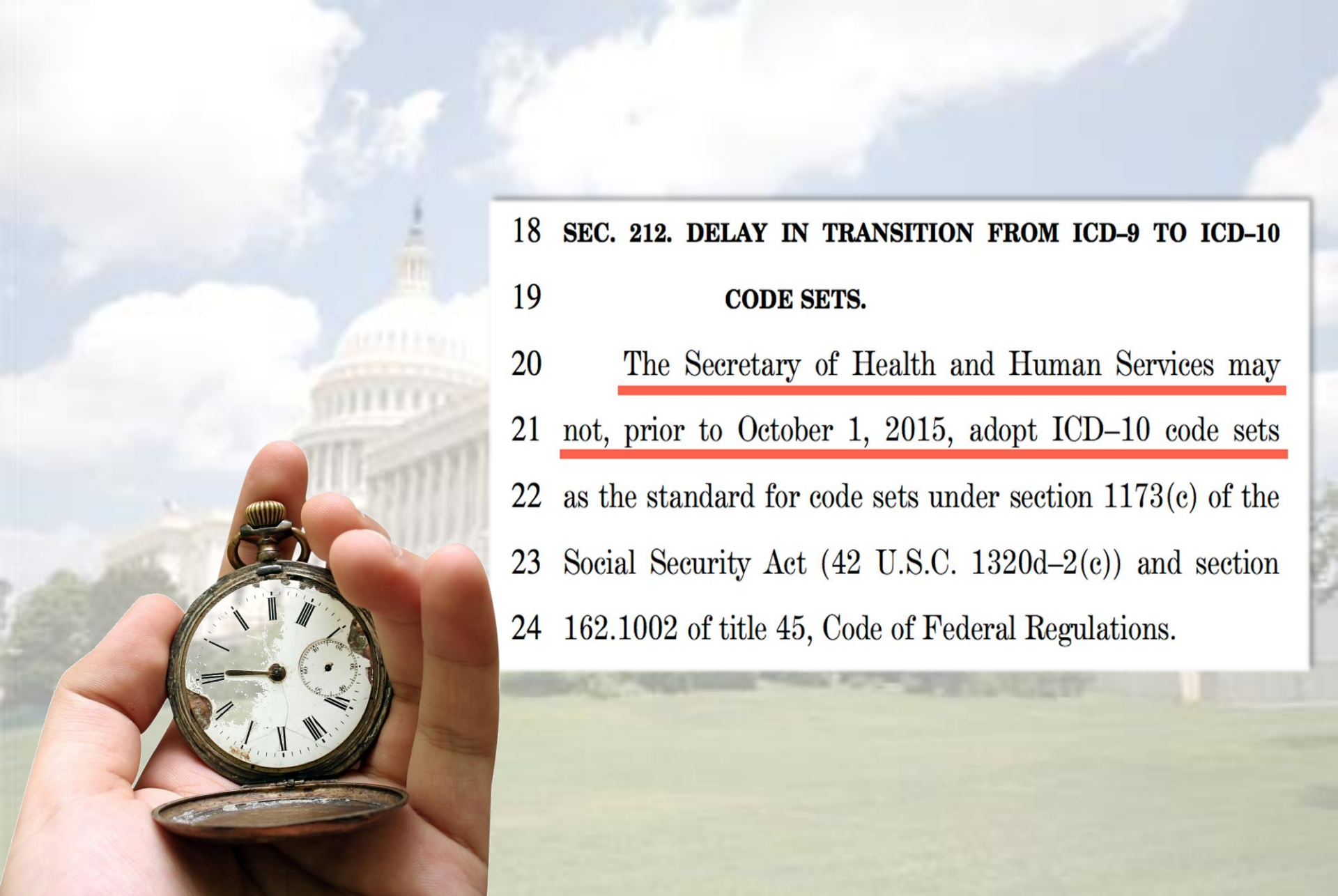


- Testimonies
- Letters and calls
- Research
- Coalitions and collaborations
- Hill visits
- Advocacy Assistant
- State and local

# REACTION TO THE ICD-10 DELAY







18 **SEC. 212. DELAY IN TRANSITION FROM ICD-9 TO ICD-10**  
19 **CODE SETS.**

20 The Secretary of Health and Human Services may  
21 not, prior to October 1, 2015, adopt ICD-10 code sets  
22 as the standard for code sets under section 1173(c) of the  
23 Social Security Act (42 U.S.C. 1320d-2(c)) and section  
24 162.1002 of title 45, Code of Federal Regulations.

# Roadblock to Readiness?

• I C D 1 0      D E L A Y E D

• I C D 1 0      D E L A Y E D

• I C D 1 0      D E L A Y E D

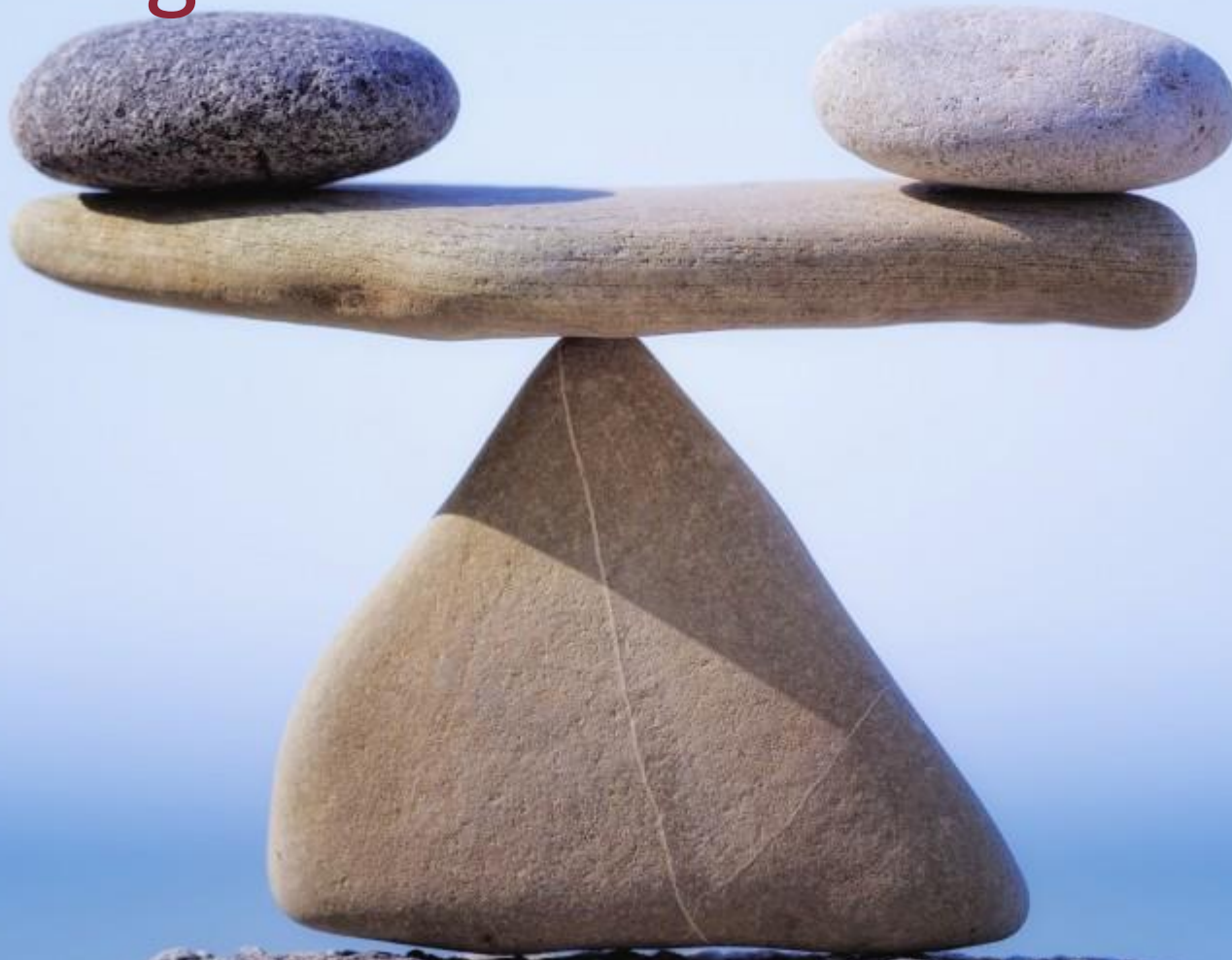
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• I C D 1 0      D E L A Y E D

• I C D 1 0      D E L A Y E D ?



# Leading the Profession





# ICD-10 DELAY

## POTENTIAL COSTS




67%



69%



50%



37%



II

Delay would  
not improve  
readiness



2 year delay  
would be  
"potentially  
catastrophic"



\$

1 year delay  
would increase  
costs 11-25%



\$\$

1 year delay  
would increase  
costs to 50%

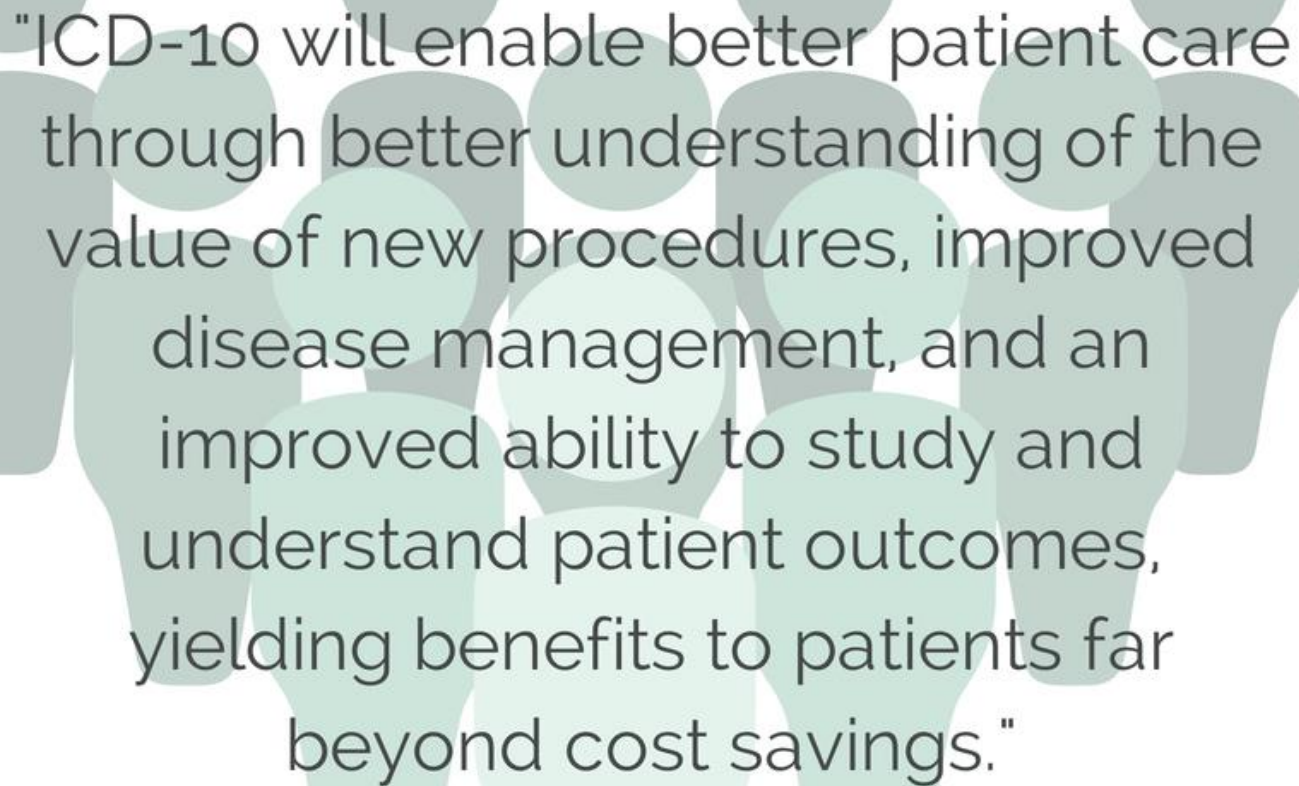


Sylvia Matthews Burwell

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Secretary of HHS





"ICD-10 will enable better patient care through better understanding of the value of new procedures, improved disease management, and an improved ability to study and understand patient outcomes, yielding benefits to patients far beyond cost savings."

**COALITION FOR ICD-10**



# OPPORTUNITY

## KEEP MOMENTUM

Top priorities over the next 15 months are achieving documentation excellence, providing education to coders, clinicians, data users, and other stakeholders, and conducting testing with business partners.

**+**  
**KEEP  
CALM  
AND  
ICD10  
ON**

**THE INDUSTRY IS TAKING NOTICE**



# Overview of ICD-10



**Denesecia Green**

Acting Director, Administrative  
Simplification Group

Centers for Medicare & Medicaid Services





# *Road to ICD-10*

**Denesecia Green**



**CMS**  
CENTERS FOR MEDICARE & MEDICAID SERVICES

[Road to 10: The Small Physician Practice's Route to ICD-10](#)  
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[What is different with ICD-10?](#)

[How will my practice benefit from ICD-10?](#)

[Tutorials](#)

[FAQ](#)

[Quick References](#)

[Events](#)

[BUILD YOUR ACTION PLAN](#)



## *CMS has created “Road to 10” to help you jump start the transition to ICD-10.*

Built with the help of small practice physicians, “Road to 10” is a no-cost tool that will help you:

- Get an overview of ICD-10 by accessing the links on the left
- Explore an Example Action Plan by selecting a profile below
- Use the Action Plan Builder to create your personal action plan
- Delegate and track action steps within you personal action plan

To get started and learn more about ICD-10, navigate through the links on the left side of the page. **If you’re ready to start building an action plan, select a profile below.**

## *Example Action Plans*

Select a profile below to explore an example action plan which has been personalized based upon specialty, vendor types, and payer mix. You can also get started on your own plan now by choosing **BUILD YOUR ACTION PLAN** below.



Family Practice





Pediatrics





OB/GYN





Cardiology









[BUILD YOUR ACTION PLAN](#)

# Road to 10: Provider Preparation

1

## Plan Your Journey

To get you started, it is important to understand where you are on the road to ICD-10 compliance. The action plan provides a pictorial road map and the steps you may find helpful when pinpointing where diagnosis codes are used in your practice, identifying the transition team, preparing a budget for the transition to ICD-10, and arranging for training.

2

## Train Your Team

Your support staff will be a big part of your success. The action plan contains guidelines to get your team started on the path to compliance. The website also highlights additional training resources that may be helpful to your practice.

3

## Update Your Processes

Reviewing current clinical documentation practices and identifying gaps related to ICD-10 is an important step in your transition. The action plan walks you through the steps to update your policies, procedures, forms, and templates.

4

## Engage Your Vendors & Payers

Collaboration with technology vendors and payers is key. The action plan contains steps to help ensure system updates, set-up tasks, and compliance risks can be addressed.

5

## Test Your Systems and Processes


Testing is a critical component of the ICD-10 transition. The action plan walks you through the process of preparing test cases, performing internal and external testing, practicing coding in ICD-10, and validating clinical documentation processes.



# The Reviews are In

*"If this existed a few years ago, this blog wouldn't have been needed...This is really going to help."*

- [ICD1010watch.com](http://ICD1010watch.com)

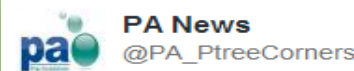


**CMSGov** @CMSGov

Are you a small practice physician looking for #ICD10 help? Check out the new free resource "Road to 10" [roadto10.org](http://roadto10.org)

10:35 AM - 27 Feb 2014

18 RETWEETS 2 FAVORITES



**PA News** @PA\_PtreeCorners

Here is an excellent resource from CMS for ICD-10! [fb.me/1oOJ1XLHH](http://fb.me/1oOJ1XLHH)

10:13 AM - 6 Mar 2014



**Practice Fusion** @PracticeFusion · Mar 18

Share this and bookmark it! --> The Small Physician Practice's Route to ICD-10 via @CMSGov [pf.md/1p4WaiJ](http://pf.md/1p4WaiJ)

Collapse

Reply Retweet Favorite More



**Kareo PM | EHR | RCM** @GoKareo

BAM. RT @MandiBPro: "@ThomasNOV: @MandiBPro Here you go: [roadto10.org](http://roadto10.org) Pick your specialty, boom." #KareoChat #ICD10

12:32 PM - 13 Mar 2014




**Kaleigh** @kremersonian · Mar 20

Attn: Small Physician Practices... @CMSGov has created "Road to 10" to help you jump start the transition to ICD-10. [roadto10.org](http://roadto10.org)

Collapse

Reply Retweet Favorite More



**Jorge Medina** @psujorge

.@ICD10watch Good resource for small practice #ICD10 transition information [roadto10.org](http://roadto10.org) @ICD10Hub #himss14

9:25 PM - 22 Mar 2014 Lake Ridge, VA, United States



**FAFP** @FLFamilyDocs · Mar 6

Did you know that CMS has created "Road to 10" to help you jump start the transition to ICD-10 [ow.ly/ujaGe](http://ow.ly/ujaGe)

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# Thank You

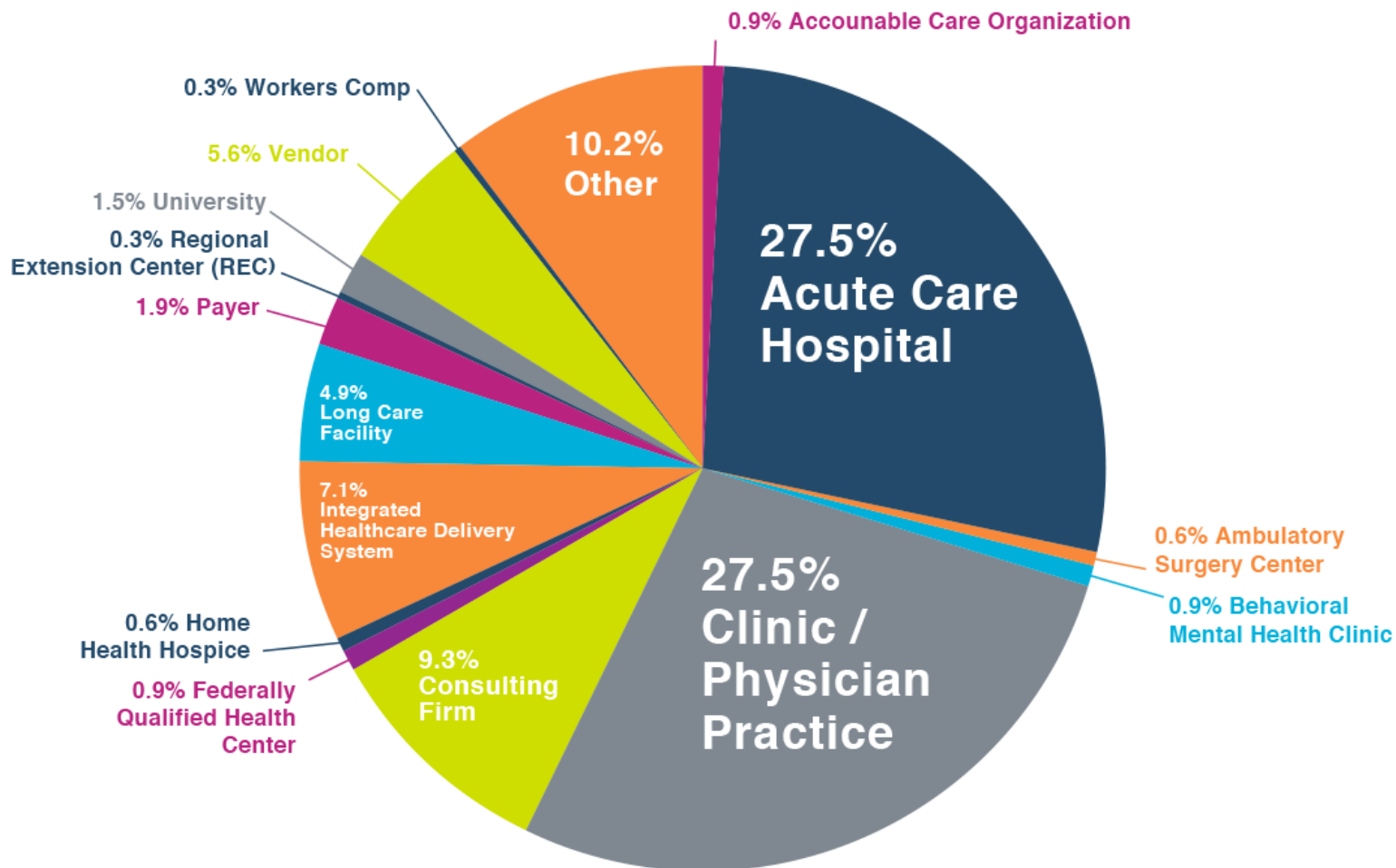


# Overview of Survey

- In May/June of 2014, eHI and AHIMA began conducting a joint survey to assess the anticipated impact of ICD-10
- Areas of focus included:
  - Readiness for testing and implementation
  - Financial, operational, and clinical impact of ICD-10
  - Strategic implications of expanded codeset
- To date, 349 responses have been received from a variety of stakeholders

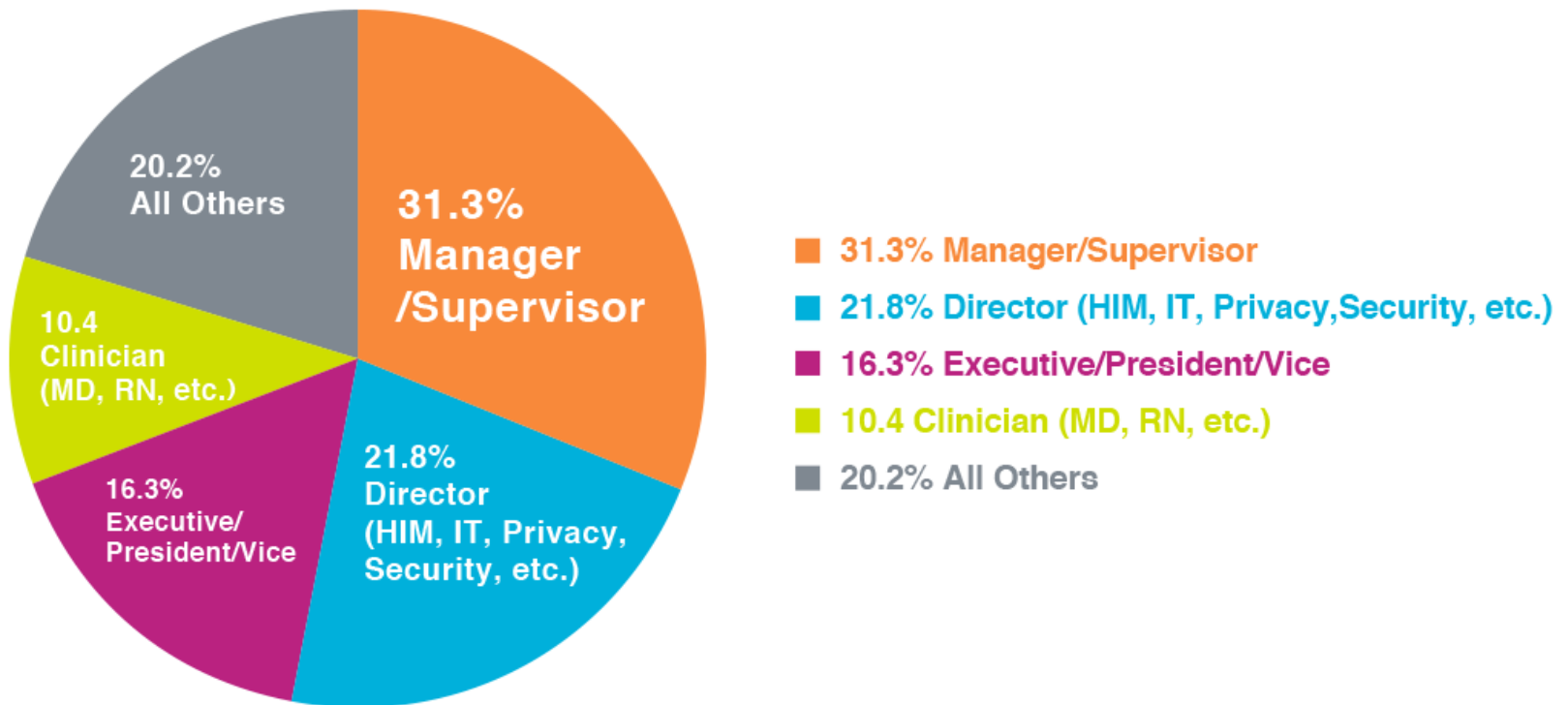


# Breakdown of Stakeholders





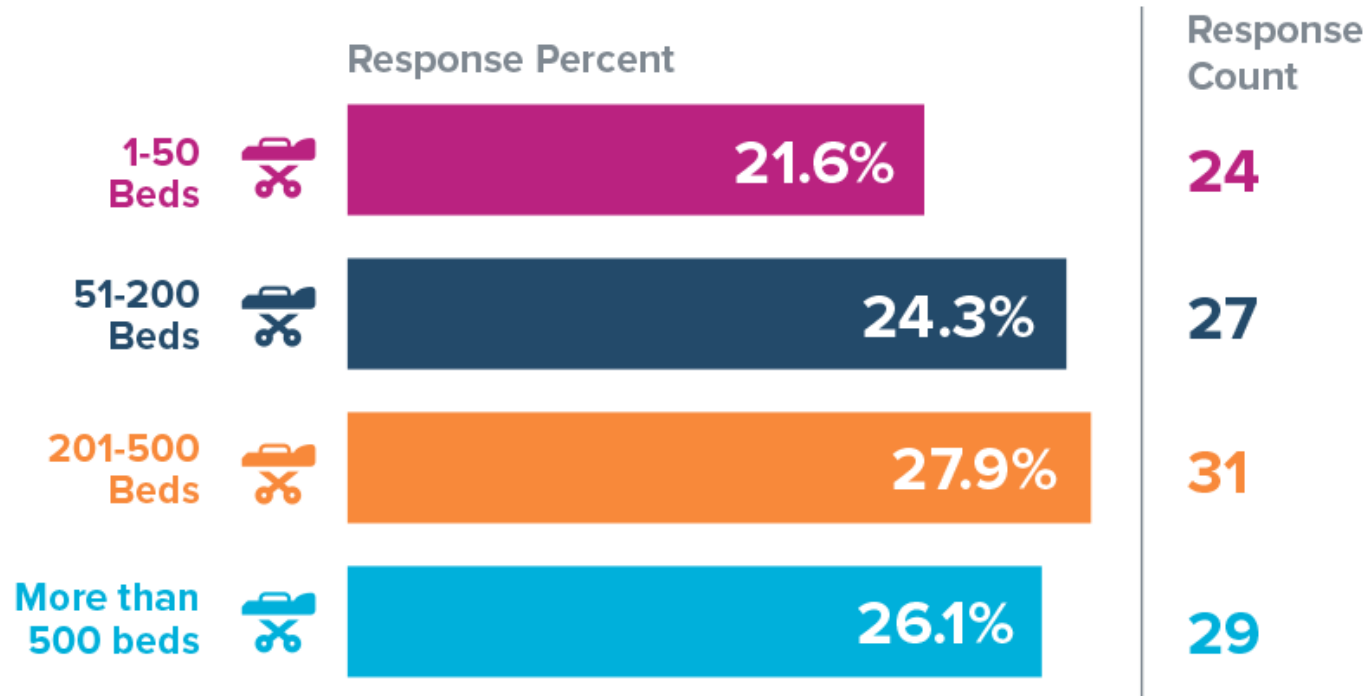
# Breakdown of Respondents



# Breakdown of Hospitals

115 acute care hospitals or integrated healthcare delivery systems

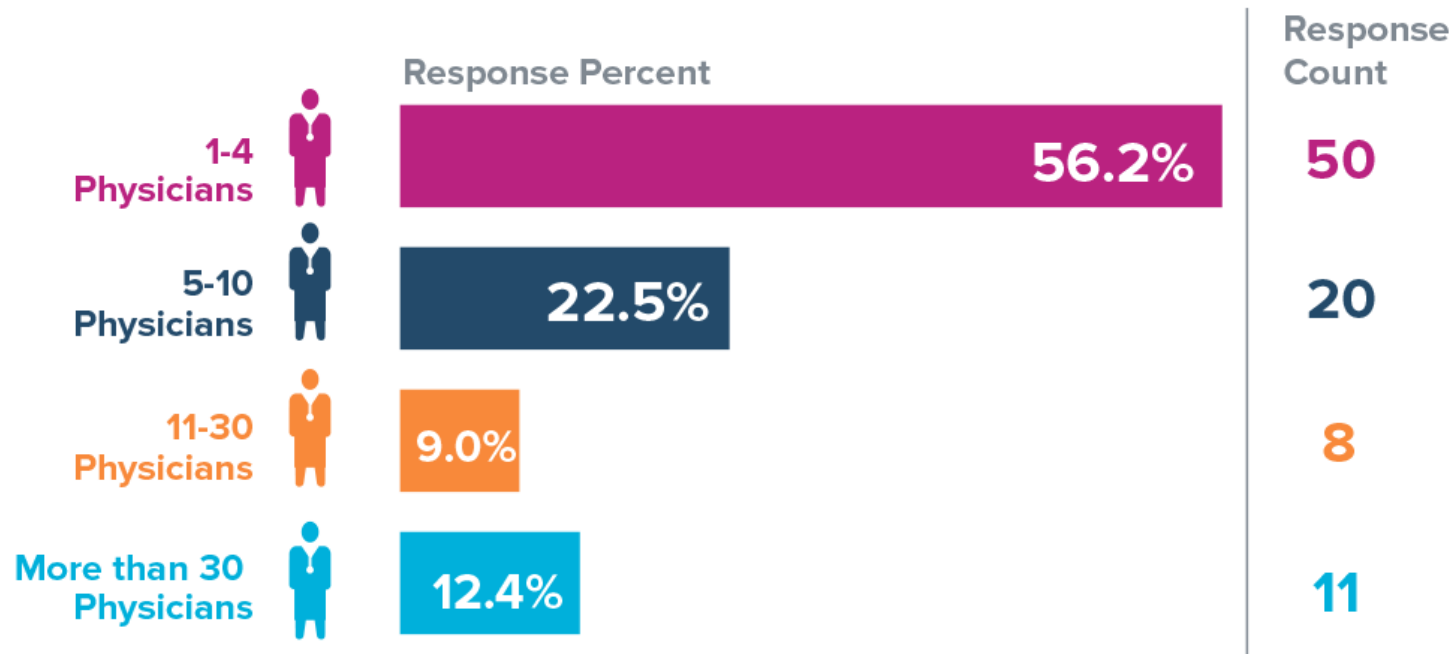
## Organization Size



# Breakdown of Provider Practices

101 clinics/physician practices

## Practice Size

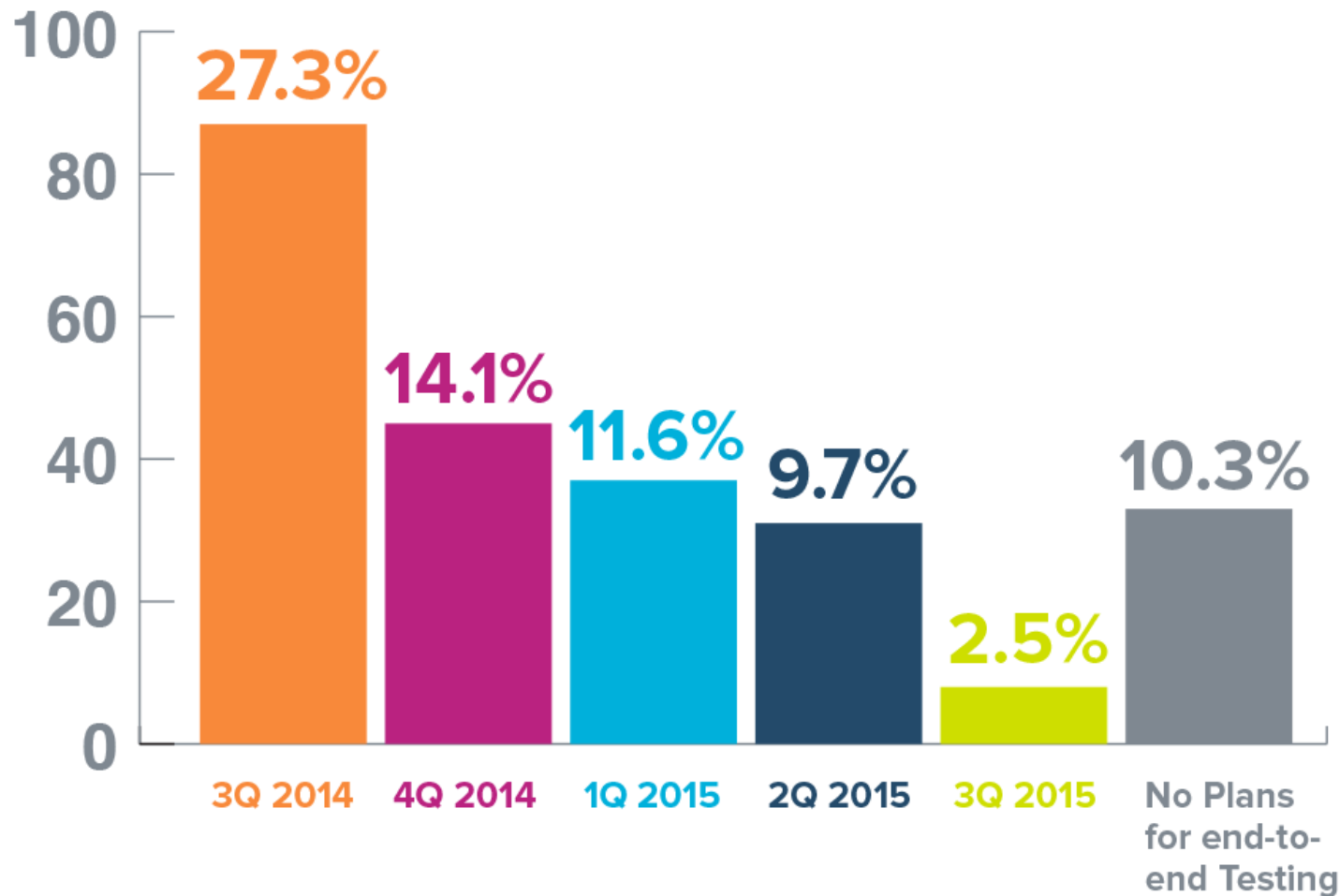


# Preliminary Key Findings

- Most organizations are prepared to begin testing in the near future
- Widespread concern about the impact of ICD-10 on workflow, productivity, and revenue
- Optimism that increased specificity can improve research, population health management, and quality/performance measurement/improvement
- Extension represents an opportunity for additional training



# Readiness for ICD-10 Testing



# Readiness Gap?

- Of the organizations who are not planning on performing end-to-end testing,
  - 41%** do not know how to perform testing
  - 14%** report that testing costs too much
  - 14%** believe testing is unnecessary
  - 6%** report that their business partners will not perform testing with them
- 53% of those with no plans are physician practices/clinics. Only one hospital/IDN has no plans for end-to-end testing



# Impact of ICD-10

Is your organization concerned about utilizing ICD-10 codes with your health IT infrastructure?

Accounting &  
billing system

**45%**

EHR  
system

**39%**

Analytic  
software

**37%**

Health  
information  
exchange

**33%**



# Impact of ICD-10

- How will revenue be affected during the first year of compliance?

Revenue will  
decrease

**38%**

Revenue  
neutral

**14%**

Revenue will  
increase

**6%**

- 26% of organizations have not conducted a revenue impact assessment





# Impact of ICD-10

In the short term, common activities are expected to be more difficult to conduct

	Easier	Harder
Code patient encounters	11%	61%
Document patient encounters	11%	44%
Adjudicate reimbursement claims (including historical analysis of ICD-9 codes)	6%	41%
Analyze and report measures on performance, quality, and safety	20%	24%
Collect and exchange health information	16%	20%
Negotiate contracts between health plans and providers	11%	20%
Manage risk	13%	17%
Conduct clinical, health services, or translational research	16%	15%
Manage population health	16%	11%



# Impact of ICD-10

However, ICD-10 is expected to improve care in the long run:

	Improve	Worsen
Accuracy of claims	41%	22%
Quality of care	27%	8%
Patient safety	25%	7%
Efficiency of reimbursement	20%	33%
Payer-provider collaboration	16%	22%



# Impact of ICD-10

Organizations will leverage the increased specificity of ICD-10 coded data for:

Claims  
processing  
& billing

**65%**

Quality  
improvement

**61%**

Performance  
measurement

**50%**

Outcome  
measurement

**39%**

Resource  
allocation

**25%**



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# Barriers

Top challenges to ICD-10 implementation:

Clinical  
workflow &  
productivity  
**57%**

Claims  
processing  
**57%**

Lack of  
staff  
**50%**

Change  
management  
**49%**

Vendor/partner  
readiness  
**45%**



# Mitigating Productivity Loss

Respondents plan to:

Conduct  
additional  
training &  
practice

**68%**

Hire more  
coders

**31%**

Purchase  
computer  
assisted coding  
(CAC)  
technology or  
similar tools

**29%**

Contract with  
outsourced  
coding  
companies

**28%**

Autocode from  
EHR templates  
direct to billing

**16%**



# ICD-10 Extension

Organizations are taking advantage of the compliance extension by:

Training  
more staff  
for ICD-10

**61%**

Improving clinical  
documentation  
integrity

**60%**

Continuing  
dual coding

**47%**

Conducting  
more robust  
testing

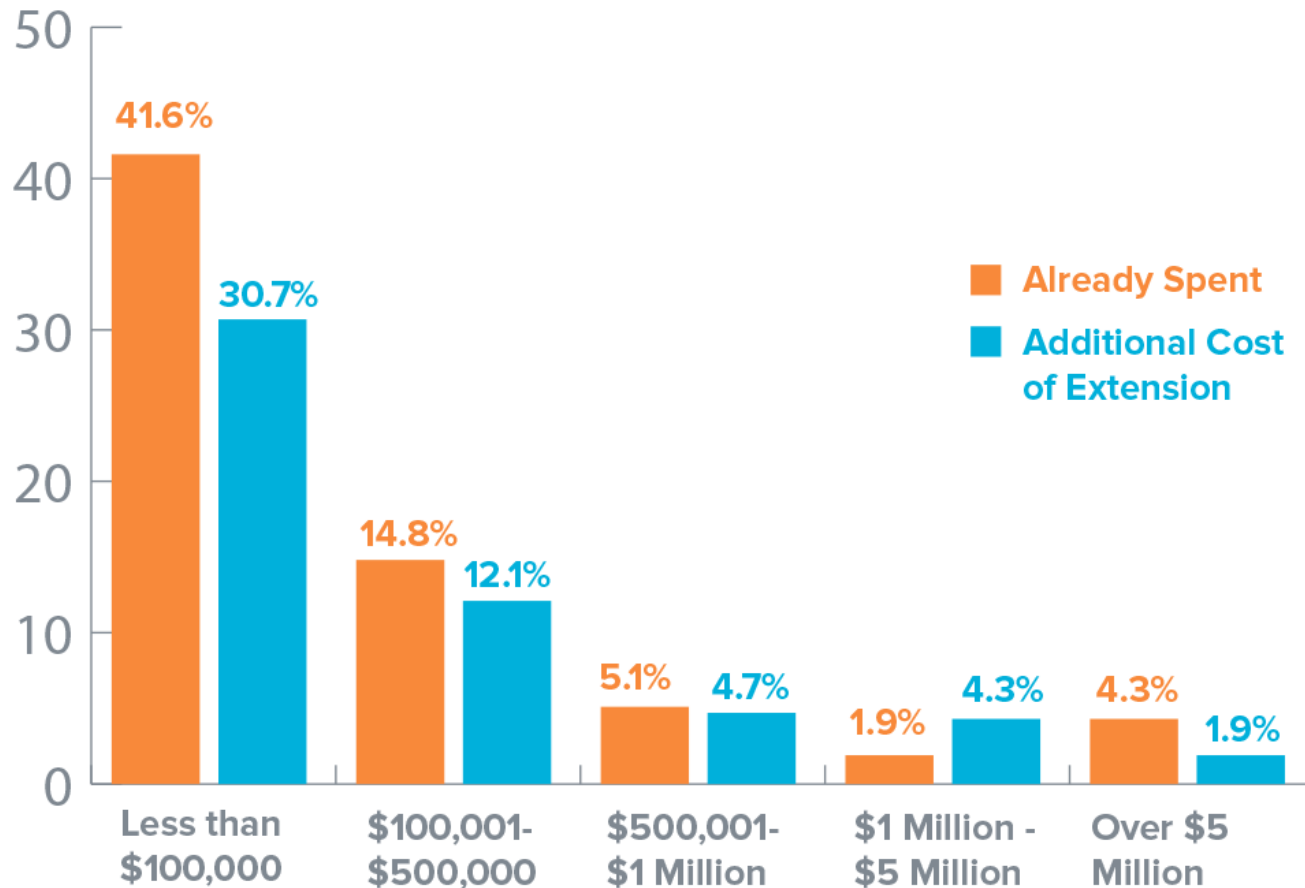
**40%**

Reallocating  
resources &  
focus on other  
health IT  
imperatives

**33%**



# Cost of ICD-10 Extension



# Summary of Findings

- Organizations are generally ready to begin testing for ICD-10, though how well staff are to able use the new codeset remains to be seen
  - However, some organizations plan to forgo testing, and most don't have a very good sense of how ready their partners will be
- Most organizations are concerned about the impact of ICD-10 on workflow, productivity, and reimbursement





# Summary of Findings

- In the short term, respondents believe ICD-10 will make common activities like documenting patient encounters and adjudicating reimbursement more difficult
- In the long term, the increased specificity is expected to help improve research, population health management, quality and performance measurement, and the accuracy of claims



# Summary of Findings

- Although the compliance extension is expected to cost more, organizations are using the opportunity to prepare their workforce for the transition



# Panel Discussion



**Jennifer Covich Bordenick**  
Chief Executive Officer  
*eHealth Initiative*



**Sue Bowman**  
Senior Director, Coding Policy & Compliance  
*American Health Information Management Association*



**Lynne Thomas Gordon**  
Chief Executive Officer  
*American Health Information Management Association*



**Deepak Sadagopan**  
General Manager, Clinical Solutions  
*Edifecs*



**Denesecia Green**  
Senior Health Insurance Specialist  
*Centers for Medicare & Medicaid Services*



# Questions



**To ask a question or make a comment,  
submit via the chat feature.**



# Winners

1. Alyssa Chase,  
QSource
2. John  
Lucabaugh,  
Summit Health
3. Mayank Shah,  
Presence  
Resurrection  
Medical Center

kindle fire



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