ICD-10-CM Business Impact Assessment Training

ICD-10-CM Business Impact Assessments for CDSAs

North Carolina Public Health
Training Objectives

• Understand why performing a Business Impact Assessment is an essential part of the transition to ICD-10-CM
• Understand how each agency could conduct a Business Impact Assessment
• Understand the importance of action plans and monitoring of action plans
Business Impact Assessment Objectives

- Identify the effect of the transition from ICD-9-CM to ICD-10-CM on all agency operations and business processes
- Assess organizational readiness for the transition to ICD-10-CM
- Assess the impact on billing productivity and the agency’s account receivables status
- Identify areas where business processes and work flows can be modified to improve the effectiveness and efficiency of agency operations
Business Impact Assessment Process

• All DPH stakeholders (DPH, CDSAs, rural health clinics, local health departments) must be ready to transition to ICD-10-CM on 10/1/2014

• To ensure agencies are prepared for the transition, an assessment of impacts to agency operations and processes need to be conducted now in order to implement changes prior to 10/1/2014

• DPH ICD-10 Implementation Team conducted Business Impact Assessment pilots to validate the Business Impact Assessment tool and process in the following agencies:
  – Raleigh CDSA
  – Johnston County Health Dept
  – DPH, Women and Children’s Health Section, Women’s Health – Maternal Health and Family Planning
Business Impact Assessment Process

• Review ALL business processes and workflows to gain an understanding of the “as is” state. For Example:
  – Create a workflow of new clients starting from the point of referral to the end of the initial assessment
  – On average, how long does it currently take staff to assign codes in different programs
  – Evaluate statistics related to denials due to ICD-9-CM coding issues
  – Evaluate ALL areas within the agency

• Recommend local agency ICD-10 Implementation Team members interview managers and staff in the various areas to ascertain if/how ICD-9-CM is currently used
  – What type of information is collected
  – Who provides the information
  – How is the information used
Business Impact Assessment Process

• Determine how far down in the organizational structure assessments will be done to ensure that all business processes are evaluated. For example:
  – Interview the staff Pediatrician only for all clinical operations or interview clinical staff supervisors or interview all clinical staff
  – Interview the IT Director about all reports produced from various systems that currently contain diagnostic data or interview all persons that use the report(s) or both

• Compile analysis of findings and strategies needed in order to ensure that the business operations and processes are ready for the transition to ICD-10-CM before 10/1/14
Business Areas with Potential ICD-10-CM Impacts

- Administrative Services
  - Scheduling
  - Registration
  - Billing
  - Data Aggregation/Dissemination
- All Clinical Areas
- EHR/Medical Records
- Others???
WBS 3.2 ~ Business Impact Assessments

- Refer to the DPH website at http://ncpublichealth.info/lhd/icd10/deliverables.htm
- Multiple tabs containing
  - Instructions for completing the ICD-10-CM Business Process Inventory
  - Business Areas DPH and local agencies may need consider as part of their assessment
  - Definitions and instructions for completing Inventory form
  - ICD-10-CM Business Impact Assessment Inventories for DPH, CDSAs, LHDs (and Rural Health)
  - A completed Sample Inventory based upon information gathered through the Pilots
Example from Sample Inventory Tab

- Category
- Business Process Name
- Definition
- Business Owner Name & Title/Contact Information
- Impact Description Summary
- Impact Description Details
- Dependent Business Processes
- Dependent Process Owner Name/Contact Information
- Dependent Process Impact Description
- System Linkage (system name and contact information)
- Action Steps to Address Business Impact
- Impact Level Rating
- Strategic Opportunity Candidate
- Comments
Local Agency ICD-10 Implementation Teams must:

- Ensure that all areas within the agency have been assessed
- Ensure action steps to address business impacts have been identified
  - Responsibility for remediation may be assigned to various staff/committees throughout the agency
  - Identify overlapping or conflicting action steps to ensure that all efforts are coordinated
  - Identify areas where processes and/or workflow can be improved
  - Take advantage of opportunities to test common scenarios with payers
- Monitor the status of action steps
  - Provide deadlines for action steps (preferably no later than 3-4 months before October 1, 2014)
  - Develop a process for escalating issues related to action steps that are not meeting deadlines
- Conduct ‘dry runs’ of new workflows/business process changes
  - Identify staff that may need additional training
  - Look for opportunities to further enhance workflows/business processes
Questions

Submit Questions to:
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