

ICD-10 Migration Services

Hayes can take
ICD-10 off your plate.



ICD-10 will affect virtually every area of your organization. Hayes can help you migrate to these new code sets so you can focus on your day-to-day operations. This includes Discovery, Planning and the creation of a Project Management Office (PMO).

Discovery

1. Create an understanding of the impact and implementation of ICD-10.
 - Deliver an executive-level presentation to educate the client about necessary action steps needed for compliance
 - Develop a project communication plan
 - Develop high-level executive training plan
2. Determine ICD-10 project leadership team and project sponsor.
 - Team would require leaders from various functions and all divisions.
 - Functional-business offices, IT, HIM, Compliance
 - Divisional-hospital, practice plan
 - Billing service vendor
 - Leaders would likely be director level positions.
3. Establish an ICD-10 project implementation team, including:
 - Managers and directors who will be impacted by this change
 - A project manager to provide oversight
 - Executive sponsors and senior leadership as needed

Planning

The scope includes:

- Assessment of all identified systems and paper forms currently using ICD-9 codes.
- Claims processing for ICD-10 implementation for acute care, continuing care and owned physician practices.

Continued...



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

ICD-10 Migration Services continued...

Planning *continued...*

- Creation of a Project Management Office (PMO) to direct the move to ICD-10.
- Training for employed coders; hospital clinicians, case management, ancillary department staff as appropriate; employed physicians; billing office staff.
- Determination of whether certain systems should be upgraded (i.e. - certain reporting systems).
- Identification of any system that needs to be upgraded in order to be consistent with the requirements for ICD-10 implementation.

High-level ICD-10 planning tasks:

- PMO develops project plan
- Hold formal project kick-off
- Present ICD-10 plan to executives of impacted departments
- Inventory all "in scope" entities
- Inventory all billing and accounts receivable vendors
- Inventory all systems. Identify impacted systems, interfaces, etc. Identify systems requiring upgrade/replacement.
- Document current state assessment of in-scope entities and systems: Operational, Financial, Reporting & Technological (gap analysis)
- Gap analysis sign-off. Report to steering committee.
- Develop ICD-10 technical implementation plan
- Finalize project communication plan, sign-off and escalation process
- Determine if the organization has robust clinical documentation improvement program (if not, need to budget)
- Finalize full project budget. Review with the organization and determine what will be budgeted locally vs. the PMO

Project Management Office Development

1. Establish a project management structure.
 - Provide a set of tools and meeting rules to provide structure and direction
 - Develop the change management process
 - Develop a preliminary timeline and project plan with key phases
 - Develop a leadership team charter
 - Develop team structure

Continued...

ICD-10 Migration Services continued...

Project Management Office Development *continued...*

- Organize teams and facilitate team meetings
 - Conduct a project kick-off
2. Assess readiness.
 - Assess organizational readiness, including the readiness of affected staff, information systems (affected systems, applications, and databases).
 - Document process and workflow, data availability and what is being used.
 3. Perform an inventory of all processes and systems that will be affected.
 - This includes clinical ordering systems, DRG groupers, encoding software, abstracting systems, and compliance software.
 - Review the impact to billing systems, such as the size of the data fields, interfaces going to other systems, etc.
 4. Develop communication plan.
 - Assist with the development of a matrix of communication opportunities and a plan for getting out the word to the organization on the ICD-10 final rule, basic structure, and key unique features of ICD-10-CM and ICD-10-PCS.
 5. Develop training plan.
 - Assist with the development of a detailed assessment of ICD-10 educational needs for coders, physicians, and others. Identify training needs, priorities, and staffing.
 6. Perform project planning activities
 - Assist with estimating the resources and participants needed to achieve project goals
 - Assist with the drafting and monitoring of budgets and recommend subsequent budget changes
 - Identify and track project milestones and deliverables
 - Document project requirements and timelines in an electronic format that can be shared with all stakeholders
 - Create and execute project work plans and revise as appropriate to meet changing needs and requirements
 - Review deliverables prepared by team
 - Ensure project documents are complete, current and stored appropriately

Continued...

ICD-10 Migration Services continued...

Project Management Office Development *continued...*

- Maintain weekly work list and responsibilities and notify leadership when milestones are not met
 - Facilitate team and stakeholder meetings. Identify, develop and manage sub-committees and sub-work groups. Hold regular status meetings with project teams.
 - Provide regular updates to the executive committee and resolve and/or escalate issues in a timely fashion
 - Keep project team well informed of changes within the organization and general corporate news
 - Suggest areas for improvement in internal processes along with possible solutions
 - Review the status reports of team members and addresses issues as appropriate
 - Comply with and help to enforce standard policies and procedures
 - Create strategies for risk mitigation and contingency planning
7. Maintain all project-related documents in a central repository available to all team members
 8. Provide knowledge transfer (if required) to an internal resource at the end of the engagement

To talk to someone about Hayes' ICD-10 services, please call us at 617-559-0404 or email us at info@hayesmanagement.com.



HAYES

MANAGEMENT CONSULTING

Optimizing the business of healthcare

ABOUT HAYES

Hayes has been ranked Top Professional Services Firm by KLAS for the past four years (2007-2010).* Our mission is to help healthcare organizations improve patient care through operational efficiency and effectiveness. Hayes consultants are experts in IT strategic planning, process redesign, revenue cycle management, system implementation, data migration and more. Call us at 617-559-0404.

*www.KLASresearch.com. 2010 Top 20 Best in KLAS Awards: Software & Professional Services.