ICD-10-CM Assessment

UT Medicine San Antonio is a comprehensive academic health center and a research university.

UT Medicine San Antonio needed the help of an experienced project team to help define the scope of the ICD-10-CM (Clinical Modification) remediation project, perform key ICD assessment activities, project plan and timeline. Hayes performed a focused review of administrative and clinical assessment of people, processes and technology to identify ICD gaps.

OUR APPROACH

The Hayes consultants met with leadership and members of the ICD-10-CM governance and assessed the status of the client’s transition plan from ICD-9 to ICD-10-CM. Hayes performed pre-discovery in October 2012 to determine how much effort would be required for the ICD-10-CM assessment phase. Hayes provided an estimate of project management support, proposed deliverables and suggested structure of the client’s team supporting the initial ICD-10-CM assessment.

People

- Tailored assessment questionnaire removing centralized activities from decentralized department tasks. Hayes conducted nine and the client performed 16 group interviews of 57 people including executive leadership, management, clinical, technical and administrative employees encompassing all aspects of the enterprise. Hayes reviewed questionnaires for consistency, diagnosis narratives and code impacts.
- Identified staff to be educated in six levels of ICD-10-CM training

Process

- Examined and flagged ICD touch points in workflows supporting staff, policies and procedures, forms, systems technology set-up and reporting for validation in remediation planning
- Assessed department ICD-10-CM remediation in progress, gap analysis, risk mitigation, revenue cycle and process impact summaries
- Created suggestions for methods of ICD-10-CM education, training resources and training strategy timeline

Technology

- Supported utilization analysis of key diagnostic codes
- Identified change control management needed to track vendor modifications and testing of systems, interfaces and registries
- Suggested automation opportunity to explore for computer assisted coding

RESULTS

Hayes increased the client’s ICD-10-CM awareness of the impact to people, process and technology workflows. Hayes’ clinical documentation improvement expert identified methods to provide optimal messaging to enhance the process.