



ICD-10-CM Business Impact Assessment Training

ICD-10-CM Business Impact Assessment for DPH





Training Objectives

- Understand why performing a Business Impact Assessment is an essential part of the transition to ICD-10-CM
- Understand how the DPH Business Impact Assessment will be conducted
- 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 DPH operations and business processes
- Assess organizational readiness for the transition to ICD-10-CM
- For State Lab and CDSAs, assess the impact on billing productivity and 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 DPH is prepared for the transition, an assessment of impacts to Section/Branch operations and processes needs 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

- DPH Section Chiefs have designated staff as ICD-10 contacts
- Some contacts may be responsible for completing the ICD-10-CM Business Impact Assessment(s)
 - The highest level for completing an assessment is the Branch level
 - Recommend designees interview appropriate persons at the Branch or lower level to ascertain if/when/how ICD-9-CM is currently used



Business Impact Assessment Process

- Review business processes and workflows where ICD-9-CM diagnostic data is utilized to gain an understanding of the “as is” state. For Example:
 - Currently requisitions for State Lab testing do not contain a diagnosis but this is being required by third party payers
 - HIS currently submits ICD-9-CM diagnostic codes to Medicaid and the Clearinghouse on behalf of all HIS users
 - Local Health Departments may submit forms to a Section/Branch/Unit that contain ICD-9-CM diagnoses
- Designees will ensure that all identified impacts have been evaluated and an action plan for remediation is documented



Business Impact Assessment Process

- Copies of the Section Business Impact Assessments are to be submitted to Sarah.Brooks@dhhs.nc.gov no later than June 14th
- The DPH ICD-10 Implementation Project Manager will:
 - Follow up on missing assessments
 - Compile an 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
 - Submit analysis to the DPH ICD-10 Implementation Team for review
 - For those Branches/Units with identified business impacts, provide guidance related to activities/training that may be needed to ensure readiness for the transition to ICD-10-CM
 - Monitor remediation status



Business Areas with Potential ICD-10-CM Impacts

- Forms/data coming from local agencies
- Reports
- Administrative Rules
- Longitudinal Data Analysis
- Local agency technical assistance
- Local agency or DPH level audits
- Policies and procedures
- Prior Approval/Authorization for services
- Medicaid rules specific to public health



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 various DPH 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

Business Impact Assessment Inventory for DPH

ICD-10-CM BUSINESS IMPACT ASSESSMENT INVENTORY

AGENCY INFORMATION:	Agency:	SECTION / DEPT:	BRANCH / UNIT:
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PREPARED BY:	Name:	Title:	Phone:	E-mail Address:
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Return Completed Form To:	Name:	Phone:	E-mail Address:
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For DPH Sections, copies of the completed Section Assessments must be sent to Sarah.Brooks@dhs.nc.gov

Introductory Question:	Do you currently use ICD-9 as part of any of your business processes and/or do you plan to use ICD-10 as part of any current or future business processes?	If "No", the remainder of this assessment does not need to be completed. If "Yes" or "Not Sure", please complete the Inventory.
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Category	Business Process Name	Definition	Business Owner Name & Title	Business Owner Contact Info: Phone & E-mail	Impact Description Summary (e.g., NA, system, process and/or form)	Impact Description Details	Dependent Business Processes	Dependent Process Owner Name	Dependent Process Owner Contact Info phone & e-mail	Dependent Process Impact Description	System Linkage (system name and contact information)	Action Steps to Address Business Impact	Impact Level Rating	Strategic Opportunity Candidate	Comments
Administrative	Policies and Procedures Related to Client Care	Agency policies and/or procedures related to client care activities prior to, during or following a client service encounter that may need to be modified as a result of ICD-10 implementation													
Administrative	Rules/Regulations	NC Administrative Code rules/regulations that reference ICD-9 and/or contain specific ICD-9 diagnosis codes													



Example from Sample Inventory Tab

- Category
- Business Process Name
 - May need to add rows to the spreadsheet if there are multiple systems to be addressed
- Definition
- Business Owner Name & Title/Contact Information
- Impact Description Summary
- Impact Description Details
- Dependent Business Processes
- Dependent Process Owner Name/Contact Information




Example from Sample Inventory Tab

- Dependent Process Impact Description
- System Linkage (system name and contact information)
- Action Steps to Address Business Impact
- Impact Level Rating
- Strategic Opportunity Candidate
- Comments



Follow Through

- For any DPH Branches/Units with identified business impacts that appear to be behind in remediation activities, delays will be:
 - Added to the DPH ICD-10 Implementation Project Issues Log
 - Referred to the ICD-10 Implementation Project Supervisor for further action
 - DPH ICD-10 Implementation Project Manager will monitor status of systems remediation and testing
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Questions

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Submit Questions to:
Sarah.Brooks@dhhs.nc.gov

