ICD-10-CM

Business Impact Assessments for LHDs and RH

NCPH

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 <u>now</u> 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 the Encounter Form(s) starting from their point of origination to the end when they are filed or destroyed
  - 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 Director of Nursing only for all nursing operations or interview at least one nurse assigned to cover each type of program
  - 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
- Laboratory
- School Health
- 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

Business Impact Assessment Inventory for LHDs & Rural Health

ICD-10-CM BUSINESS IMPACT ASSESSMENT INVENTORY

AGENCY INFORMATION:	Agency:		SECTION / DEPT:		BRANCH / UNIT:
PREPARED BY:	Name:	Title:	Phone:	E-mail Address:	

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.	

Category	Business Process Name	Definition	Business Owner Name & Title	Business Owner Contact Info: Phone & E-mail	Impact Description Summary (e.g., N/A, 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
Client Services	Referrals In	Recommendation from a provider to be seen by a public health agency				Referral Form may include ICD-9-CM diagnosis code and descriptions						Update referral forms to use ICD-10-CM codes		Evaluate feasibility of referrals coming in electronically	
Client Services	Referrals Out	Recommendation from a public health agency for a client to be seen by a practitioner/specialist				Referral Form may include ICD-9-CM diagnosis code and descriptions									

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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

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

Local Agency ICD-10 Implementation Teams must:

- Ensure that all areas within the agency have been assessed
- Ensure that action steps to address the 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

Follow Through

Local Agency ICD-10 Implementation Teams must:

- 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

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Submit Questions to:

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