



ICD-10-CM Business Impact Assessment Training

ICD-10-CM Business Impact Assessments for CDSAs





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



Follow Through

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

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

