Riding the Wave
Avoid the Impact Zone

Outline

Peggy Lynahan
- About CCHS
- ICD-10 Program Structure and Timeline
- Vendor Readiness
- Payer Readiness
- Testing

Kathy Westhafer, RHIA, CHPS
- Computer Assisted Coding
- ICD-10 Training
- Physician Clinical Documentation
- Crosswalks and Mapping
- Go-Live

Christiana Care Health System
- 2 Hospital Health System in New Castle County, Delaware
- Approximately 47 primary care and specialty offices with over 200 providers (physicians, NP and PA's).
- Home Health, Preventative Medicine, Rehabilitation, other

Stats at a glance:
- Admissions: 53,287
- ED Visits: 165,041
- Outpatient Visits: 530,466
- Births: 6520
- Surgical Procedures: 40,773
- Home Health Visits: 272,772
- Medical/Dental Staff: 1452
- Residents and Fellows: 238
- Employees: 10,234
ICD-10 Program

- All ICD-10 Projects launched and functioning
- ICD-10 Steering Group established and providing guidance
- Communications work established
- Program Budget complete
Application Vendor Status

- Every Application vendor contacted
- Status for each Application vendor tracked
- Regular updates requested based on tracking schedules

Vendors and Clearinghouse

<table>
<thead>
<tr>
<th>Vendor</th>
<th>Application</th>
<th>Risk Level</th>
<th>Reason</th>
<th>Planned Mitigation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moondoggie</td>
<td>Malibu</td>
<td>High</td>
<td>Unknown ICD</td>
<td>- Vendor collaboration - Executive escalation</td>
</tr>
<tr>
<td>Greg Noll</td>
<td>Tamarindo</td>
<td>High</td>
<td>Unknown ICD</td>
<td>- Vendor collaboration - Executive escalation</td>
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<tr>
<td>Corky Carroll</td>
<td>Gold Coast</td>
<td>High</td>
<td>Unknown ICD</td>
<td>- Vendor collaboration - Executive escalation</td>
</tr>
<tr>
<td>Gilgax</td>
<td>Ocean City, NJ</td>
<td>High</td>
<td>Late code delivery</td>
<td>Early planning / gap analysis</td>
</tr>
<tr>
<td>Dax Kahanamoku</td>
<td>Oahu</td>
<td>High</td>
<td>Late code delivery</td>
<td>Early planning / gap analysis</td>
</tr>
<tr>
<td>Laird Hamilton</td>
<td>Hanalei Bay</td>
<td>High</td>
<td>Unknown ICD</td>
<td>- Vendor collaboration - Executive escalation</td>
</tr>
<tr>
<td>Miki Dora</td>
<td>Bondi Beach</td>
<td>High</td>
<td>Late code delivery</td>
<td>Early planning / gap analysis</td>
</tr>
<tr>
<td>Lisa Anderson</td>
<td>Black’s Beach</td>
<td>Medium</td>
<td>Late code delivery</td>
<td>Early planning / gap analysis</td>
</tr>
<tr>
<td>Phil Edwards</td>
<td>Cape St. Francis</td>
<td>Medium</td>
<td>Any delivery delays</td>
<td>Early planning / gap analysis</td>
</tr>
<tr>
<td>Garry Lopez</td>
<td>Manu Bay</td>
<td>Medium</td>
<td>Late code delivery</td>
<td>Early planning / gap analysis</td>
</tr>
</tbody>
</table>

Vendors: Risk in Late Application Code Delivery

- Some vendors still don’t have strategy or timelines available
- Vendors with late delivery dates
  - Latest known date: April 2013
  - Compressed functionality/integration and external testing
  - Escalation for key vendors with no strategy/timeline
Payers: Collaboration and Status

- Every top payer for CCHS contacted
- Payers are only making general information available to providers at this time, but seem collaborative
- Most payers have a hybrid approach for remediation: vendor upgrades, custom work, etc.
- Testing is only “time boxed” and not defined yet
- Main issue for collaboration will be timing of readiness

<table>
<thead>
<tr>
<th>Payer</th>
<th>Source/ Status</th>
<th>System Replacement</th>
<th>Elimination/ Consolidation</th>
<th>Application Remodelling</th>
<th>Vendor Supported Upgrades</th>
<th>Detailed Provider Training</th>
</tr>
</thead>
<tbody>
<tr>
<td>Payer 1</td>
<td>Individualized email updates, Dedicated liaison</td>
<td>X</td>
<td>X</td>
<td></td>
<td>Not yet planned</td>
<td></td>
</tr>
<tr>
<td>Payer 2</td>
<td>Online Webinar, Information Deck</td>
<td></td>
<td></td>
<td></td>
<td>In “requirements phase,” Testing Q3</td>
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<tr>
<td>Payer 3</td>
<td>Individualized email updates, “planning and preparation phase”</td>
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<td></td>
<td></td>
<td>Q1 - Q3 2013</td>
<td></td>
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<tr>
<td>Payer 4</td>
<td>Dedicated webpage, Published FAQ</td>
<td></td>
<td></td>
<td></td>
<td>Conducting targeted testing through EDI/ Clearinghouse vendors</td>
<td></td>
</tr>
<tr>
<td>Payer 5</td>
<td>Dedicated webpage, Published FAQ, in sync with IBC</td>
<td></td>
<td></td>
<td></td>
<td>“Early 2013. Details of testing approach not yet available.”</td>
<td></td>
</tr>
<tr>
<td>Payer 6</td>
<td>Generalized email updates</td>
<td></td>
<td></td>
<td></td>
<td>Testing approach and schedule not published</td>
<td></td>
</tr>
</tbody>
</table>

Testing: ICD-10 Testing, Internal and External

- End to end Testing- Physician Clin Doc all the way to the payer and back
- Methodology for Integration Testing
  - ‘String’ testing
  - Phases of testing
  - Managing Complex Test plans
ICD-10 Strategies

• Computer Assisted Coding
• Training
• Physician Clinical Documentation
• ICD-10 Crosswalks and Mapping

Computer Assisted Coding (CAC)

• Business Drivers
  – Coder productivity
  – Compliance and Consistency
• Scope
  – Hospital: inpatient and outpatient
  – Physician practice
• Status
  – Vendor selection and implementation

ICD-10 Training

• Who?
  – Everyone
• What?
  – Role based
• When?
  – Appropriate to role
• Where?
  – On site and remote
• How?
  – Instructor led
  – Web based
  – At the elbow
Physician Clinical Documentation

• Standardize documentation content and workflow
• Drive physicians to make the best documentation choices for ICD-10, quality, and regulatory considerations
• Improve the quality of documentation to accurately reflect the clinical practice
• Avoid financial penalties from poor documentation
• Streamline and optimize the workflow
• Prove clinical value

Physician Documentation Project Scope

• Goal for FY12:
  – Complete the design of physician documentation and the development of standard clinical content
• Define standard clinical content
  – Develop templates for popular document types
  – Include important documentation elements (e.g., ICD-10 specificity, quality measures)
  – Address important workflow elements for each document type (e.g., signed consult document will complete the consult order)
  – Start with those documents that must be automated for MU or ICD-10

1. History and Physical
2. Progress Notes
3. Consults
4. Discharge Summary
5. Operative/Procedure

Physician Documentation

• Documentation tools
  – Free text, menu-based pick list, voice recognition, transcriptionist support for standard documentation templates
• Expected pilot (live) activity in FY12
  – Voice Recognition pilot
  – Standard document content
• FY13
  – Physician documentation rollout to clinical areas in time for ICD-10 (TBD)
  – Continue to develop, build, and rollout additional content
Physician Documentation Team Structure

- **Champion**
  - CMO
  - CMIO
  - Project Manager
  - BAP Quality & Patient Safety – Sharon Anderson
  - Director Quality & Patient Safety
  - Chief Nursing Officer
  - Clinical Documentation Program Mgr
  - Director External Affairs

- **Working Leadership Group**
  - Director Quality & Patient Safety
  - Cerner IT Manager
  - Clinical Documentation Program Mgr
  - Director External Affairs

- **Admission/Elective**
  - Physician Lead
  - Team Lead
  - Analyst

- **Admission/Emergent**
  - Physician Lead
  - Team Lead
  - Analyst

- **Inpatient/Obs**
  - Physician Lead
  - Team Lead
  - Analyst

- **Discharge**
  - Physician Lead
  - Team Lead
  - Analyst

Each team also includes:
- Physician Consultants/Champions, Nursing PI, Pharmacy, Operational Excellence,笛卡尔，MIPPA, Coding Specialist, CDI, other service lines as needed.

Physician Documentation

- **Departmental EHR Systems**
  - Physician practice
  - OB/Gyn
  - Heart and Vascular
  - Critical Care
  - GI Lab
  - Other

Crosswalks and Mapping

- **Everyone needs a map.**
Crosswalks and Mapping
• Key decisions about crosswalks for historical data
• Clinicians need to be involved

ICD-10 Go-Live
• Multiple Go-Lives:
  – Each application upgrade
• Overall Compliance date:
  – Go-Live for ICD-10
• Clinicians need to be prepared well ahead of the compliance Go-Live
• Support needs throughout

Everybody and their Dog!
Contact Information

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