ICD-10 Transition at Laguna Honda Hospital

September 8, 2015

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Agenda

- Background
- Department of Public Health Readiness for ICD-10
- Laguna Honda Hospital Action Plan
- Challenges and Risks
- Current Outlook
- Summary
ICD-10 is the 10th revision of internationally used set of diseases and health problems established by the World Health Organization (WHO)

Despite being released in 1992, the United States is one of the few remaining countries yet to adopt ICD-10 into its healthcare ecosystem

After delays in the previous 2 years, the US Department of Health and Human Services has issued a ruling that October 1, 2015 will be the final adoption date
Background

- The difference between ICD-9 and ICD-10
  - From 17,000 codes to more than 155,000
  - Emphasis on laterality and severity along with diagnoses
  - Combining etiology and manifestations, poisoning and external causes, and diagnosis and symptoms into a single code

- Coding with greater detail
  - Enables refined billing and reimbursements
  - Reflects advancements made in medicine and medical technology that have occurred since ICD-9
  - Captures socioeconomic, family relationships, ambulatory care conditions, and medical conditions related to lifestyle choices
  - Provides data that is useful for continuous performance improvement and quality assurance

22 days
Planning and implementation of ICD-10 has been governed by a network taskforce consisting of DPH leadership in:

- Compliance
- Health Information Services
- Patient Financial Services
- Information Technology

Laguna Honda also developed a project group to guide local efforts around technology and systems as well as education and training:

- LHH Health Information Services
- LHH Medical Staff
- LHH Quality Management and Utilization
Laguna Honda Hospital has supplemented network distributed communications on ICD-10 using established communication systems.

These include updates at departmental staff meetings, on the intranet and campus-wide Info Sheets.

Laguna Honda Hospital has provided ICD-10 education and made available for all staff, including physicians and other providers, through Elsevier and HealthStream.

Additional training specific to physicians, other providers and the Health Information Services department will be provided by Nuance.
Laguna Honda Hospital has been proactive in meeting with all system vendors regarding necessary and required updates to be compliant with ICD-10.

There has been on-going testing to ensure interfaces work between all LHH systems flow smoothly and data is not lost at any stage.

Laguna Honda Hospital has been reviewing processes and procedures with Patient Financial Services and departments that bill for services to ensure that appropriate workflow redesigns are in place to meet ICD-10 claims standards.
Local Efforts - By The Numbers

Training and Education: 975 hours

<table>
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<tr>
<th>Department</th>
<th>Elsevier</th>
<th>HealthStream</th>
<th>Nuance</th>
<th>Total</th>
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<td>Medical Staff</td>
<td>100 hours¹</td>
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<td>General Staff</td>
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<td>425 hours</td>
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Technology and Systems
- More than 5 primary clinical and financial systems tested and upgraded

Billing and Documentation
- More than 13,000 number of claims processed annually

1. Individual physicians can choose to do more based on specialization
2. NA: Not Applicable to specific department
Health at Home, located on-site at Laguna Honda campus, is actively working with its staff and appropriate vendors to ensure readiness for ICD-10

Billing and Documentation
- Staff productivity may decrease between September 5 and September 30 as dual coding is practiced
- Training one additional clinician to support dual coding during this period

Education and Training
- Current vendor is not providing adequate support
- All staff will be attending an all day (8 hours) training that is approved by American Health Information Management Association (AHIMA) on September 8, 2015

Systems and Technology
- Delta Encore is being upgraded and tested to proactively identify problems related to scheduling, billing and point-of-care entry before October 2015
While great progress in preparation for ICD-10 has been made, there remain factors that can negatively impact Laguna Honda Hospital

### Billing and Documentation

- **RISK:** Decrease in physician productivity and HIS department productivity
  - **ACTION:** Identify top codes as cheat sheet and increase staffing time for physicians to document; develop new workload assignment and workflow strategies for coders and analysts

### Systems and Technology

- **RISK:** Testing of the claims submission process resulted in failures with a select few individual payors
  - **ACTION:** Identify and work with payors experiencing problems to ensure claims billing process is resolved by implementation date

### Education and Training

- **RISK:** Delay of on-site training and support by primary vendor
  - **ACTION:** Two alternate plans are being considered with medical and HIS leadership
Current Outlook

Accomplishments
- Network taskforce formed to lead adoption of ICD-10
- Development of regularly scheduled LHH workgroup meetings to track overall readiness and training plan
- Contact vendors to ensure appropriate updates will be applied to systems

Accomplishments
- Implementation of eCW throughout Laguna Honda Hospital
- Health Information Services department began dual coding documented services
- ICD-10 education made available to non-clinical staff through Elsevier and HealthStream modules

What's next?
- Medical charts pre-audit by Nuance
- ICD-10 work shops and boot camps for physician and HIS coders by Nuance
- Continuous testing of clinical and financial systems to ensure seamless transition

ICD successfully implemented at Laguna Honda Hospital as well as SFHN

Goal

Start

Finish

We Are Here
Summary

Immediate Priorities

1) Finalize Nuance vendor contract for on-site training and support
2) Identify problems any claims submission with individual payors and develop solutions.
3) Identify potential top coding problems through audits of medical charts

Goals

1) Complete all required upgrades for clinical systems to ensure information can be translated from old ICD-9 to new ICD-10
2) Complete testing on financial systems to ensure seamless billing transition with all payors
3) Provide appropriate and sufficient training/education support to:
   - Medical Staff
   - HIS staff
   - Health at Home
   - General Staff
Thank you