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# Organization-wide ICD-10 CM/PCS Training

## VHA ICD-10 Webinar Series



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# Organization-wide ICD-10 CM/PCS Training

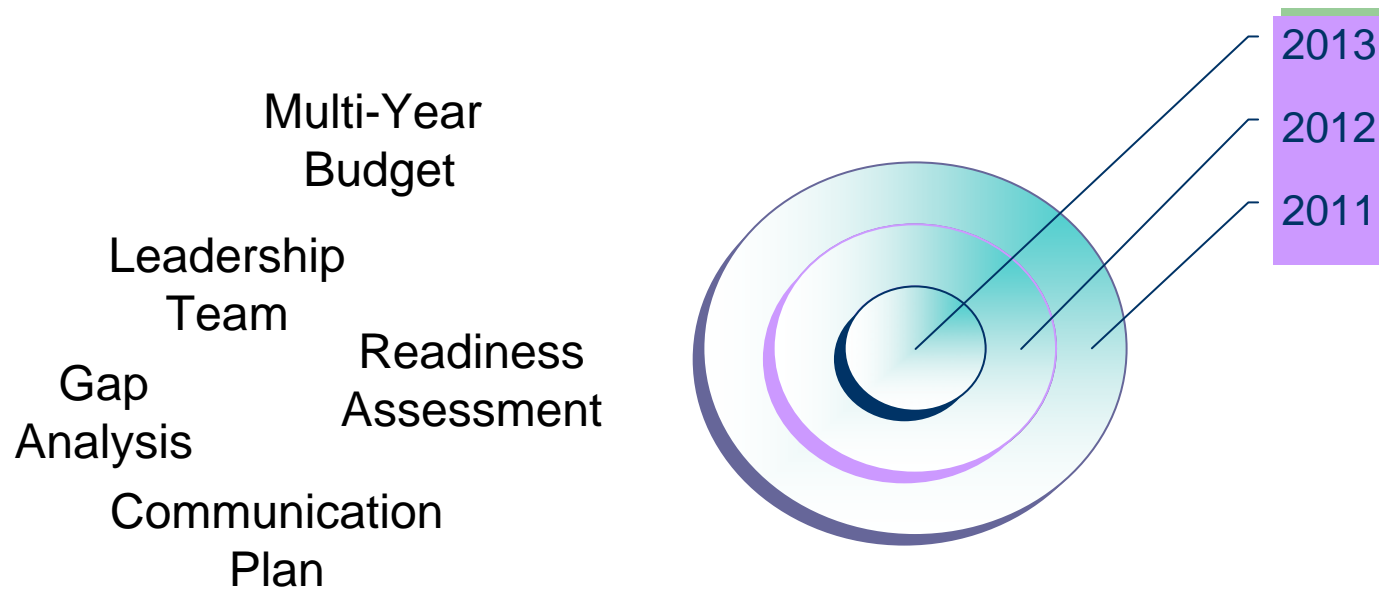
Presented by:

Kathy M. Johnson  
*CARE* VP Quality & Compliance

Julie Daube  
*CARE* Coding Quality Review & Education Manager



# Organization-wide ICD-10 CM/PCS Training



# Organization-wide ICD-10 CM/PCS Training

## ICD-10 Project Manager

This project will have very high visibility and will impact significant expenditures.

The ICD-10 Project Manager role has three major attributes:

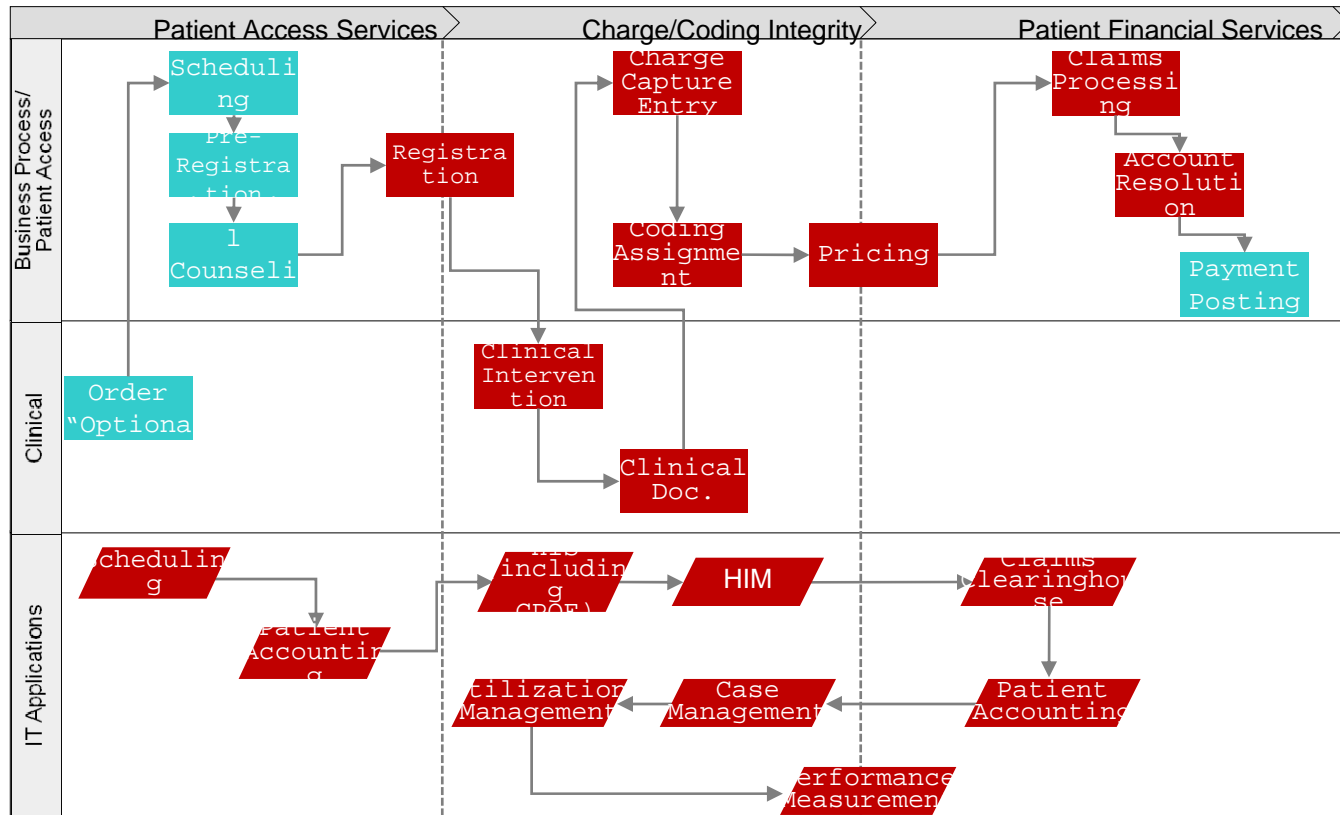
- project management skills,
- people skills, and
- domain knowledge in health care information, coding classification systems and related work processes (ICD9 & ICD10).

## Requirements:

- Strong background in project management in a healthcare information and technology environment
- Demonstrated successful leadership and management experience with supervisory responsibilities.
- Confident with ones abilities to make correct decisions and the courage to speak out when necessary.
- Willingness and ability to effectively engage with people and organizations/ vendors on a continuous basis.



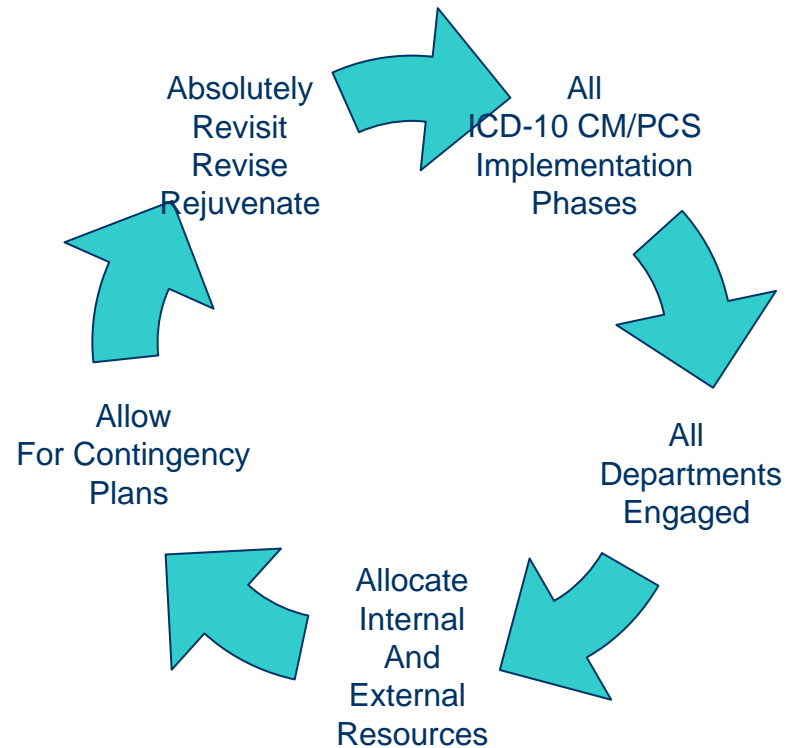
# Revenue Cycle Impacts



● Medium Impact to process and training    ● Large impact to process and training



# Multi-year ICD-10 CM/PCS Training Budget



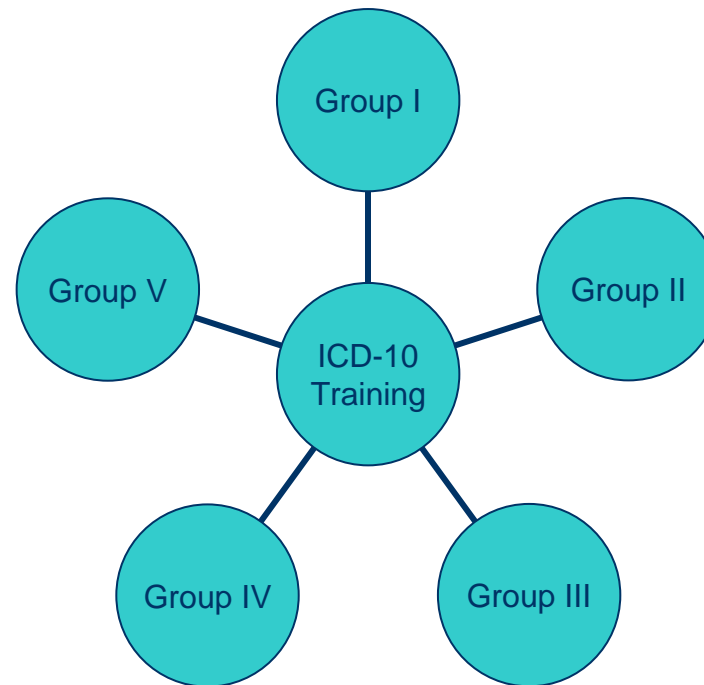
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## Organization-wide ICD-10 CM/PCS Training

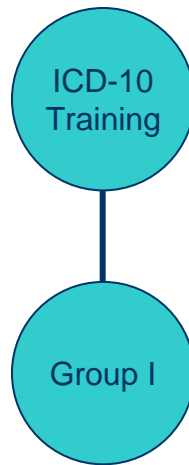
- Assign responsibility for development and orchestrating the organization-wide training
- Engage key stakeholders in oversight and removing obstacles
- Anticipate the impact training will have on productivity and workflow



# Organization-wide ICD-10 CM/PCS Training



# Organization-wide ICD-10 CM/PCS Training



## Group I

- Awareness
- Familiar with general focus



# Organization-wide ICD-10 CM/PCS Training

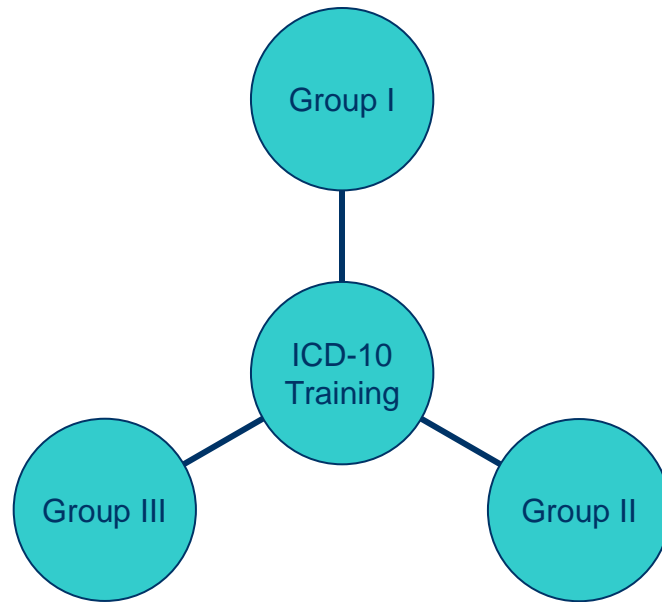


## Group II

- Moderate understanding of
  - ICD-10 CM
  - ICD-10 PCS



# Organization-wide ICD-10 CM/PCS Training

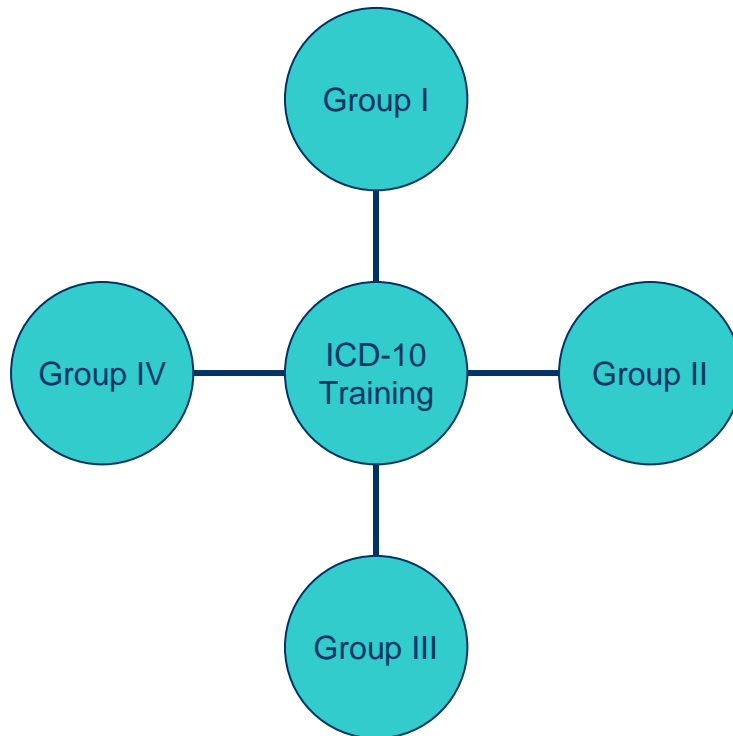


## Group III

- Detailed understanding ICD-10 CM



# Organization-wide ICD-10 CM/PCS Training

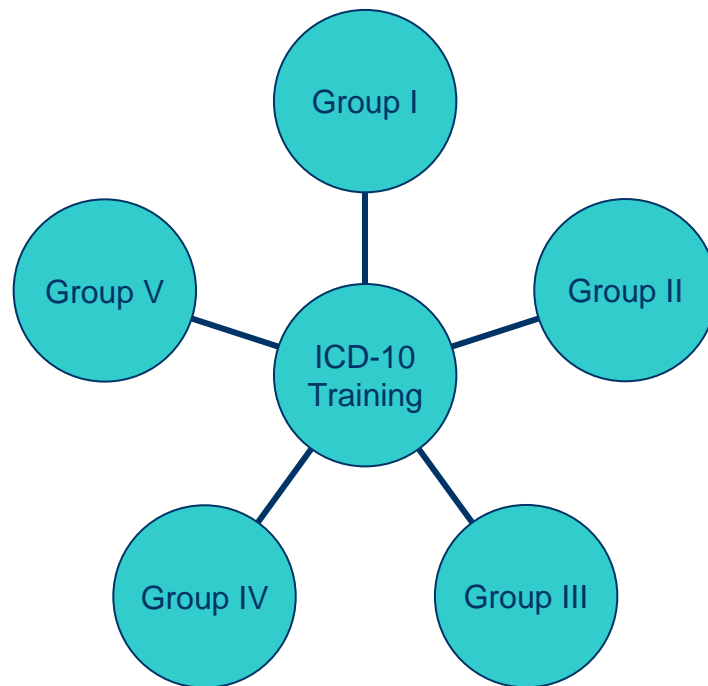


## Group IV

- Detailed understanding
  - ICD-10 CM
  - ICD-10 PCS



# Organization-wide ICD-10 CM/PCS Training



## Group V

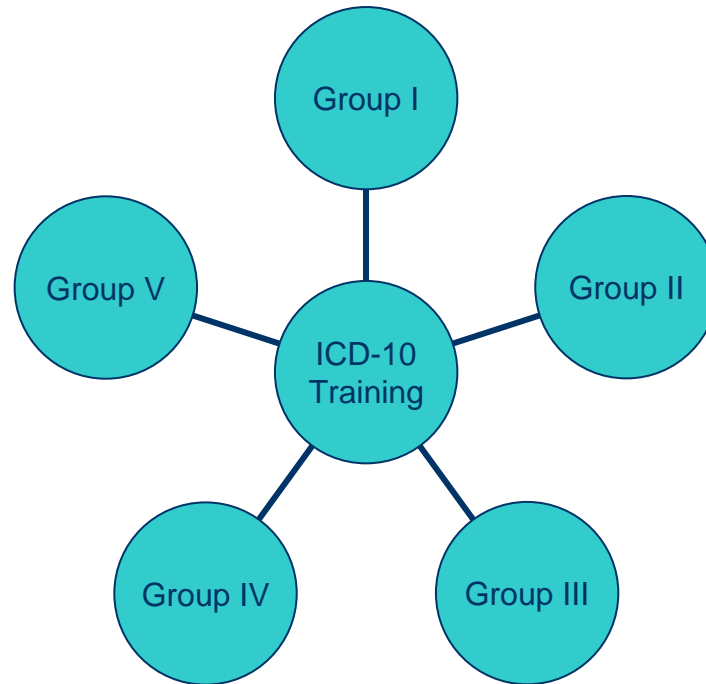
- Power user for
  - ICD-10 CM
  - ICD-10 PCS



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# Physician ICD-10 CM/PCS Training



# Physician ICD-10 CM/PCS Training

<p><b><u>Group II</u></b> Moderate understanding CM &amp; PCS</p>	<p><b><u>Group III</u></b> Detailed understanding CM only</p>	<p><b><u>Group IV</u></b> Detailed understanding of CM &amp; PCS</p>
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# An Inventory for Organization-wide ICD-10 CM/PCS Training

Position Title or Role	Number of Staff	Learning Group
Hospital Inpatient Coder	16	
Case Management Staff	12	
Clinic Coder	28	
Nursing Practice Leadership	6	
IT Systems Analyst	7	



# Timeline for Organization-wide ICD-10 CM/PCS Training

Year	2010	2011	2012	2013
Phase I	Impact Assessment			
Phase II		Preparing for Implementation		
Phase III				Go Live Preparation
Phase IV				Post – Implementation



# Organization-wide ICD-10 CM/PCS Training Outline by Learning Group

Phase	Objective	Design	Modality	Resource
I	awareness, gain familiarity	inform, one way design	staff meetings	in-house
II	understand	interactive	webinar & follow-up	CARE
III	apply	hands on use	workshop	CARE in-house power user
IV	maintain, advance	interactive	1:1 mentor, helpline	CARE in- house power user



# Organization-wide ICD-10 CM/PCS Training

Highland Facility	Facility O	County Center	Facility K	Main St. Clinic
<b>Task</b>	<b>Begin</b>	<b>End</b>	<b># Coders</b>	<b>Responsible</b>
Pre-Test				All coders, IP and OP
All coders take online assessment	2/21/11	2/25/11		CARE
Workshop I - ICD-10 Introduction	2.5 hour sessions (AM & PM each day)			All coders, IP and OP
Session 1 (AM) OP	03/15/2011 1-3:30	3/15/11	8	CARE I
Session 1 (PM) IP/OP	03/15/2011 1-3	3/18/11	20	CARE II Power User
Session 2 (PM) IP/OP	03/15/2011 3-5	3/18/11	20	CARE II Power User
Session 1 (AM) IP/OP	03/16/11 8-10:30	3/16/11	20	CARE I



# Organization-wide ICD-10 CM/PCS Training

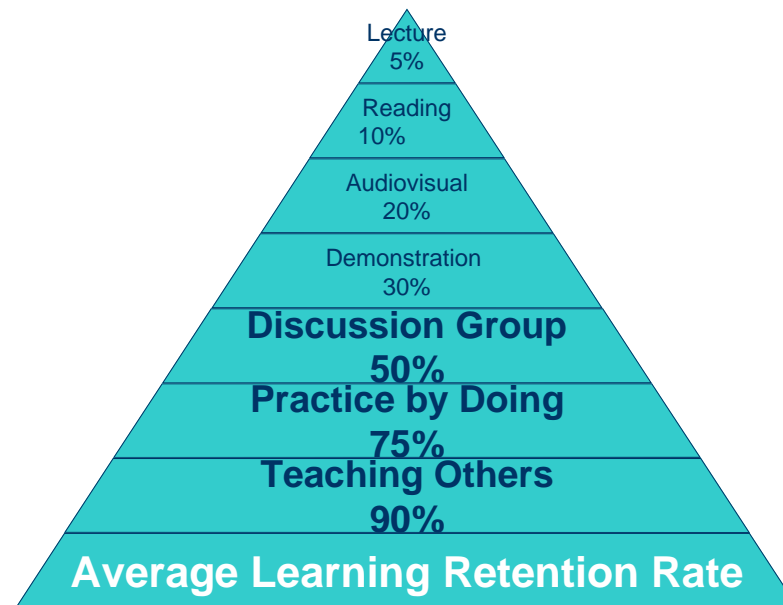


# Organization-wide ICD-10 CM/PCS Training

- Scheduled
- Steady
- Proportioned
- Variety
- Appropriate (relevant)
- Balanced



# Organization-wide ICD-10 CM/PCS Training



# Organization-wide ICD-10 CM/PCS Training

- Are you using an effective instructor to deliver training for each of the learning groups?
- Are you answering the question "what's in it for me (WIIFM)" for each learning group?
- Are you re-enforcing key information over time?
- Are you creating opportunities for two-way communication?
- Are you finding effective, varied modalities or approaches to reach your audience?



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# Organization-wide ICD-10 CM/PCS Training

## Adult Learner Characteristics

- Problem-centered, seek solutions
- Results-oriented, have specific results in mind
- Self-directed, not dependent on others
- Often skeptical about new information
- Prefer to try it out before accepting it
- Must relate or apply directly to perceived needs
- Timely and appropriate for their current lives



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# Physician ICD-10 CM/PCS Training

- Consideration:  
Must relate or apply directly to perceived needs

**SUPERBILL**



# Physician ICD-10 CM/PCS Training

## ICD-10 Myths and Facts

ICD-10-CM super bills will be too long or too complex to be of much use.

### FACT

- Practices may continue to create super bills that contain the most common diagnosis codes used in their practice.
- ICD-10-CM based super bills will not necessarily be longer or more complex than ICD-9-CM based super bills.
- Neither currently used super bills nor ICD-10-CM based super bills provide all possible code options for many conditions.
- The super bill conversion process includes:
  - Conducting a review that includes removing rarely used codes; and
  - Cross walking common codes from ICD-9-CM to ICD-10-CM, which can be accomplished by looking up codes in the ICD-10-CM code book or using the General Equivalence Mappings (GEM).

Source: [www.cms.gov/ICD10/Downloads/ICD-10MythsandFacts.pdf](http://www.cms.gov/ICD10/Downloads/ICD-10MythsandFacts.pdf)



# Physician ICD-10 CM/PCS Training

## ICD-9 Digestive System

- **578.1** Blood in stool
- **564.00** Constipation, unspecified
- **562.10** Diverticulosis of colon
- **562.11** Diverticulitis of colon, NOS
- **535.50** Gastritis, unspecified, w/o hemorrhage
- **558.9** Gastroenteritis, noninfectious, unspecified
- **530.81** Gastroesophageal reflux, no esophagitis
- **455.6** Hemorrhoids, NOS
- **564.1** Irritable bowel syndrome

**Total Codes: 9**

## ICD-10 Digestive System

- **K92.1** Melena
- **K59.00** Constipation, unspecified
- **K57.30** Diverticulosis of large intestine without perforation or abscess without bleeding
- **K57.50** Diverticulosis of both small and large intestine without perforation or abscess without bleeding
- **K57.90** Diverticulosis of intestine, part unspecified, without perforation or abscess without bleeding
- **K57.20** Diverticulitis of large intestine with perforation and abscess without bleeding
- **K57.40** Diverticulitis of both small and large intestine with perforation and abscess without bleeding
- **K57.52** Diverticulitis of both small and large intestine without perforation or abscess without bleeding
- **K57.80** Diverticulitis of intestine, part unspecified, with perforation and abscess without bleeding
- **K57.92** Diverticulitis of intestine, part unspecified, without perforation or abscess without bleeding
- **K29.70** Gastritis, unspecified, without bleeding
- **K29.90** Gastroduodenitis, unspecified, without bleeding
- **K52.8** Other specified noninfective gastroenteritis and colitis
- **K52.9** Noninfective gastroenteritis and colitis, unspecified
- **K21.9** Gastro-esophageal reflux disease without esophagitis
- **I84.20** Unspecified hemorrhoids without complication
- **K58.0** Irritable bowel syndrome with diarrhea
- **K58.9** Irritable bowel syndrome without diarrhea

**Total Codes: 18**



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# Organization-wide ICD-10 CM/PCS Training

<http://www.aafp.org/fpm/20060900/43inse.html>

## ICD-9 and ICD-10 Templates

**Superbill**



# Organization-wide ICD-10 CM/PCS Training

- ICD-9-CM  
Small bowel obstruction due to exacerbation of Crohn's disease of the small intestine
- 555.0 + 560.89
- ICD-10-CM  
Small bowel obstruction due to exacerbation of Crohn's disease of the small intestine
- K50.012  
Enteritis regional small intestine , with complication including obstruction



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# Organization-wide ICD-10CM/PCS Training

- Clinical Documentation Improvement



# Organization-wide ICD-10 CM/PCS Training



- Arteriosclerotic heart disease (ICD-10 CM diagnosis code I25.10)
- Congestive heart failure (ICD-10 CM diagnosis codes I50.20–I50.9)
- Cardiac arrhythmias (ICD-10 CM diagnosis codes I49.8 and R00.1)
- Coronary bypass grafting (ICD-10 PCS procedure code table 021)
- Cardiac catheterization (ICD-10 PCS code table 4A0)
- Percutaneous transluminal angioplasty (ICD-10 PCS code table 027)



# Organization-wide ICD-10 CM/PCS Training Using General Equivalency Mapping

- Write training material for ICD-10 coding education
- Develop document improvement program for ICD-10 documentation needs
- Mine the GEM to understand the translation challenges in clinical/coding areas of particular interest to you

**41000** Acute myocardial infarction of anterolateral wall, episode of care unspecified  
*To* I2109 ST elevation (STEMI) myocardial infarction involving other coronary artery of anterior wall

**41001** Acute myocardial infarction of anterolateral wall, initial episode of care  
*To* I2109 ST elevation (STEMI) myocardial infarction involving other coronary artery of anterior wall

**41002** Acute myocardial infarction of anterolateral wall, subsequent episode of care  
*To* I2109 ST elevation (STEMI) myocardial infarction involving other coronary artery of anterior wall

**41010** Acute myocardial infarction of other anterior wall, episode of care unspecified  
*To* I2109 ST elevation (STEMI) myocardial infarction involving other coronary artery of anterior wall

**41011** Acute myocardial infarction of other anterior wall, initial episode of care  
*To* I2109 ST elevation (STEMI) myocardial infarction involving other coronary artery of anterior wall

**41012** Acute myocardial infarction of other anterior wall, subsequent episode of care  
*To* I2109 ST elevation (STEMI) myocardial infarction involving other coronary artery of anterior wall



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## Organization-wide ICD-10 CM/PCS Training Which GEM to use?

- I-10 to I-9 GEM
  - Conversion of application logic containing code lists
- I-9 to I-10 GEM
  - Research and forecasting of issues
- Both I-10 to I-9 AND I-9 to I-10 GEM
  - Small conversion projects with access to clinical detail beyond the codes
  - General education



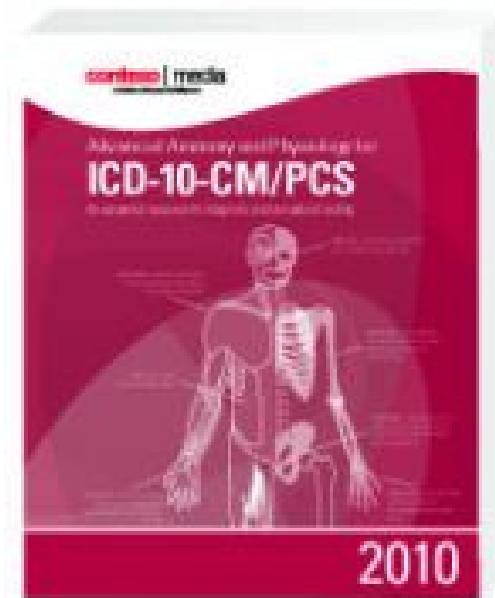
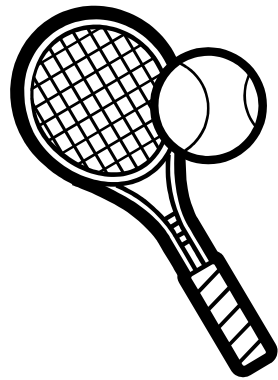
# Organization-wide ICD-10 CM/PCS Training

## GEM Use - Replication versus Optimization

- The goal of *replication* is to produce an I-10 based application that produces essentially the same results as the current I-9 based application
  - Translations must be reviewed and finalized, this is not automatic
  - MS-DRG conversion is an example of replication
- The goal of *optimization* is to produce an I-10 based application that produces optimized results based on the increased detail in I-10
  - Much more complex task



# Organization-wide ICD-10 CM/PCS Training



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# Organization-wide ICD-10 CM/PCS Training

**PRACTICE! PRACTICE!**



# Organization-wide ICD-10 CM/PCS Training

- Consider the Numbers:
  - ICD-10 CM: 16 hours of structured training
  - ICD-10 PCS: 24 hours of structured training
  - Building Proficiency: 500 - 1,000 hours
  - Managing Current Workload While Learning New  
Priceless!!



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# Organization-wide ICD-10 CM/PCS Training

Example is not the main thing  
in influencing others,  
it's the only thing.

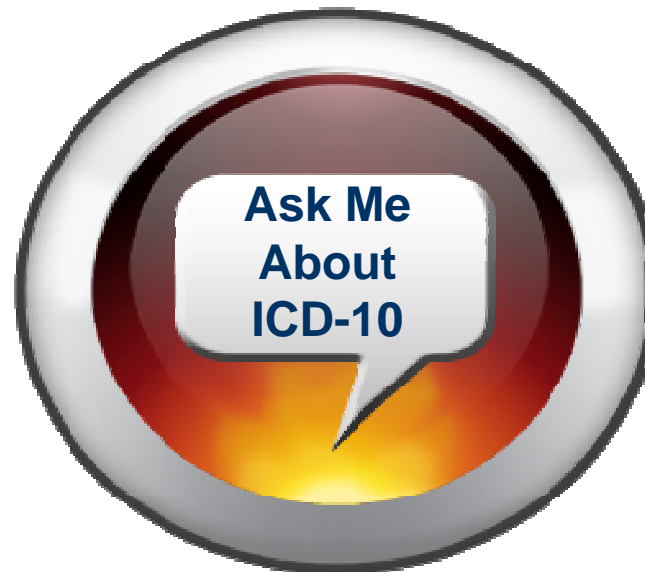
Albert Schweitzer

French Philosopher, Physician, Missionary



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# Organization-wide ICD-10 CM/PCS Training



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