

**Organizational Plan
for ICD 10 Transition:
Southwest General's
ICD 10 Journey**

The Pathway to Success



- Getting Started
- The Journey
- Our Observations and Findings
- The End: A Journey of Continuous Improvement

Getting Started



- Integrated Community Health System
 - Acute care, SNF, IP Rehab, Hospice, Home Health/Infusion, Urgent Care, Employed Physicians
- Goals & Objectives
 - Early Adoption of ICD 10
 - Improvements of ICD 9

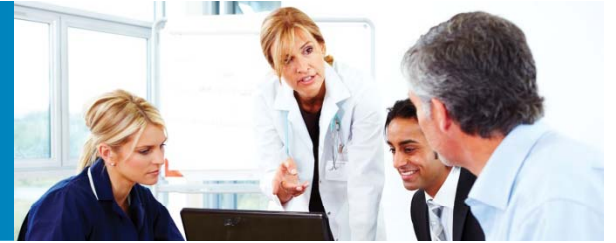
Getting Started



- Gathering Data and Implementation Analysis
 - Impact Assessment
 - Inventory of Informational Systems
 - Risk Assessment

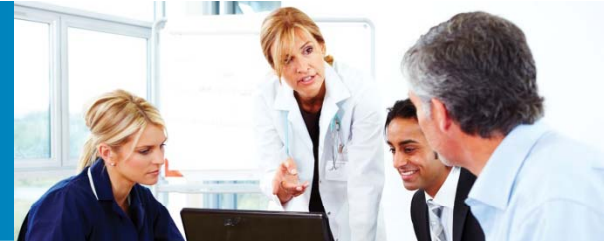
- RFP Process
 - Selecting a robust partner
 - “Toolkit” requirement

Selecting a Partner



- Subject Matter Expertise
 - Advisory (Guidance, Leadership, Insight)
 - Education (Instruction, Training, Onsite, Remote)
 - Operational (Supplemental Staffing)
 - Technology (Vendor Role)
 - Business Discovery (Understanding the Unknown and Unforeseen)
- Relationship Partner vs. Consultant

The Toolkit



- Point Solution versus Open Platform
- Operational
 - Coding (3M)
 - ADT and EMR (Cerner, AllScripts)
 - Patient Accounting (McKesson)
- Exploratory (QlikView)
 - Data Visualization
 - Business Discovery

Building and Using the Toolkit



QLIKVIEW
DEMO

- Data Integration
 - Snapshot
 - Continuous
- Types of Data: How to make sense of it?
 - Claim Data (Inpatient, Outpatient)
 - Patient Accounting (Patient Account, Financial Class, Attending Physician, Service Line, etc.)
 - Clinical System (Clinical Documentation)
 - CMS Data (GEMs, ICD 9 codes, ICD 10 codes and updates, CC & MCC codes, CPT Codes, MS DRGs)
 - Payer Data (GEMs, All Payor DRGs, Contractual Allowances)

Our Journey



QLIKVIEW
DEMO

- Examining Claims
 - Translate to ICD 10
 - Identify CC & MCC ICD Codes
 - Revenue Impact
 - Understanding history to gain insight into the future
- Evaluating Organizational Processes
 - Who is impacted by the change and why
 - What is currently documented and what needs improvement

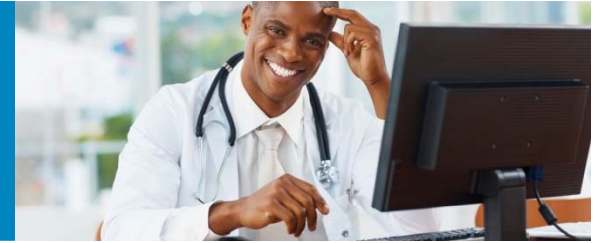
Our Observations



QLIKVIEW
DEMO

- Assessing Impact
 - Educational
 - Organization
 - Financial
- Identifying Immediate Opportunities
- Understanding the Organization

Early Findings



- What Needs to Change and Why.
 - Coding Procedures
 - Clinical Documentation
 - Quality Processes
- Financial Impact
 - Expected Changes in Reimbursements
 - Expected Changes in Reimbursement
 - Expected Increase in FTEs

The End: A Journey of Continuous Improvement



Though the Journey has just begun, the reality is that this journey will not end on October 2013 but continue forward as we use this knowledge that we have discovered to continually improve our process and our organization, and most importantly, deliver better care to our patients.

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