

Veterans Health Administration (VHA)

# International Classification of Diseases, 10<sup>th</sup> Edition (ICD-10) Implementation, Challenges & Lessons Learned

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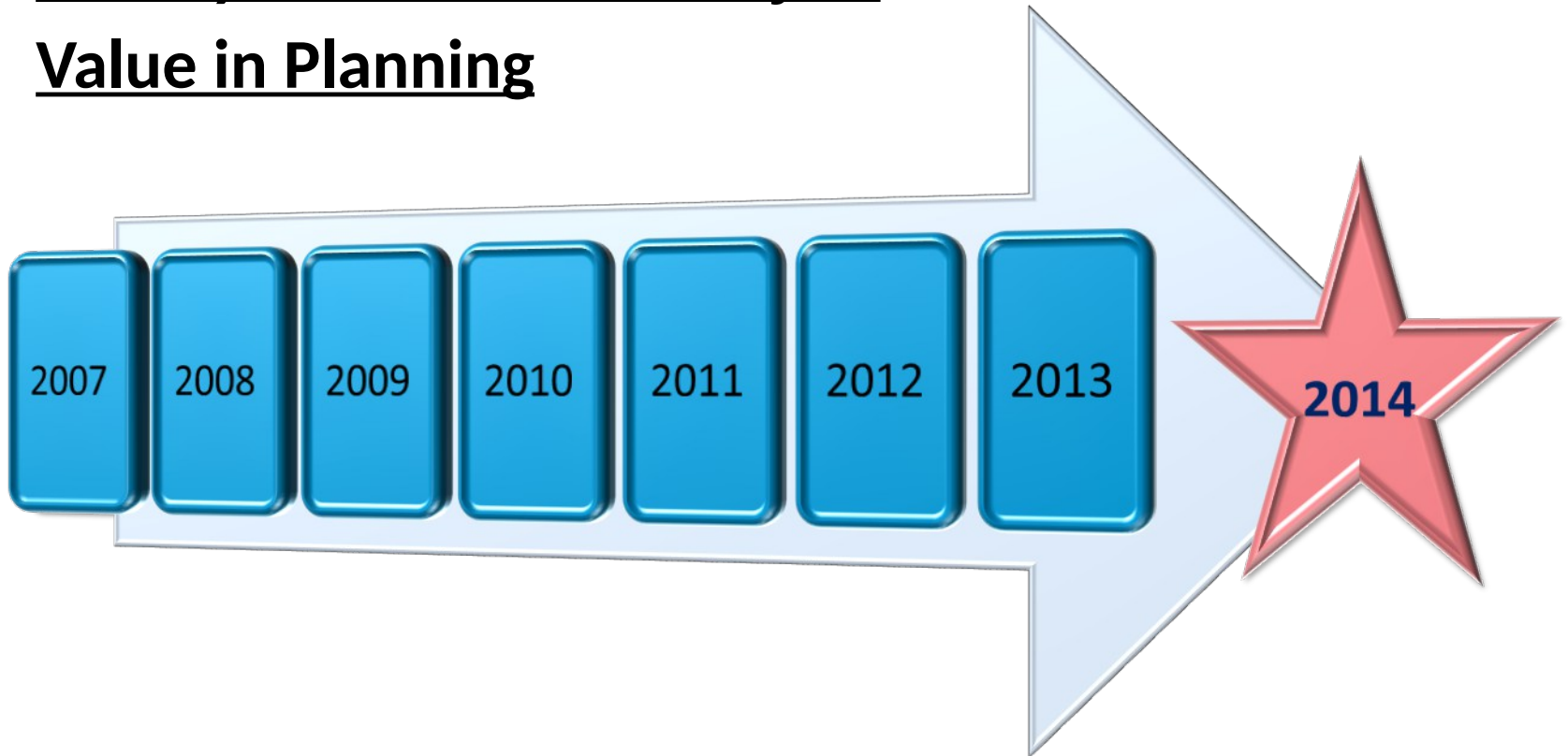
April 22, 2013



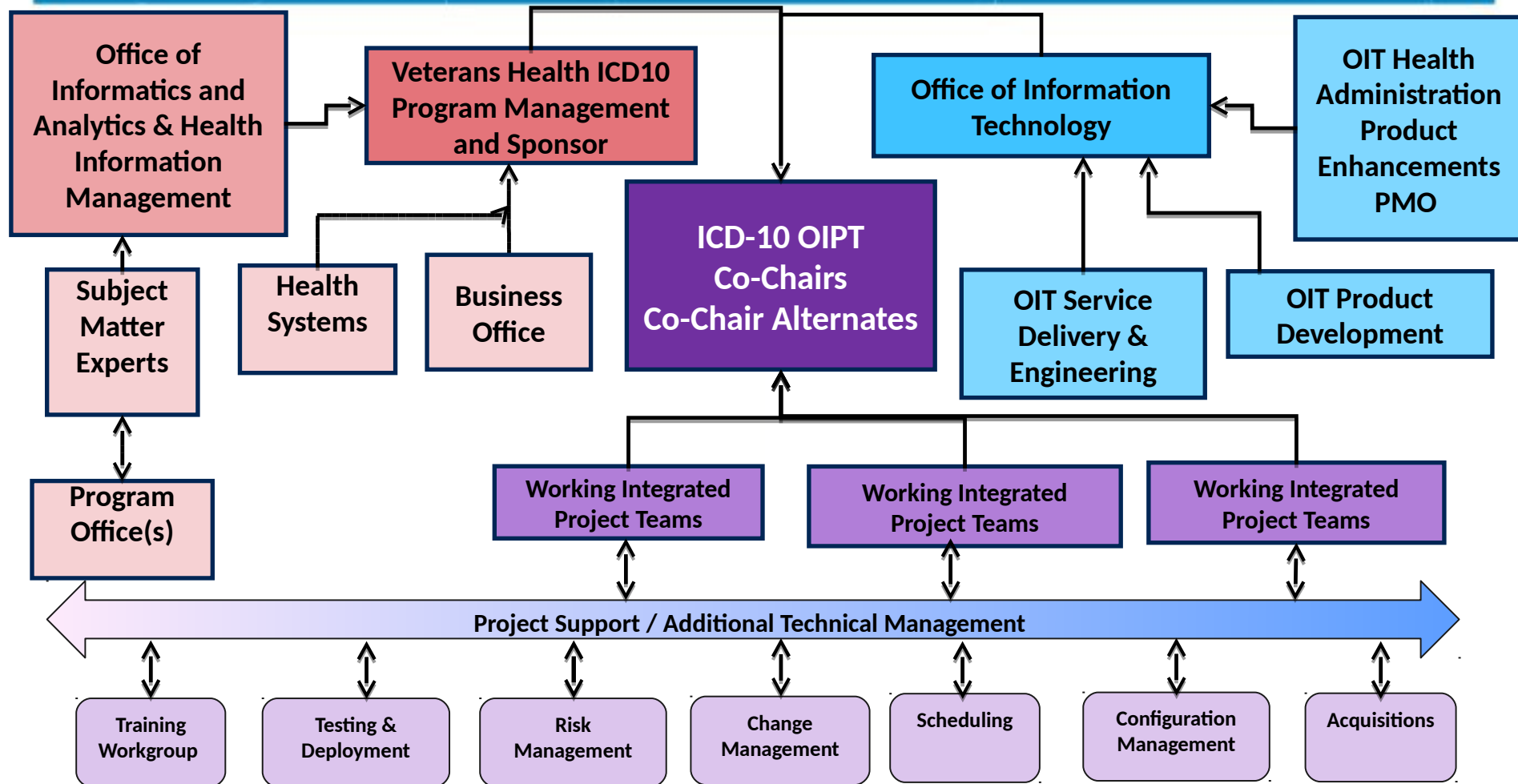
**VA** Defining  
**HEALTH** **EXCELLENCE**  
**CARE** in the 21st Century

# VHA's Efforts To Implement ICD-10

- History of VA's ICD-10 Project
- Value in Planning



# ICD-10 Program Management Office (PMO)



# Program Scope

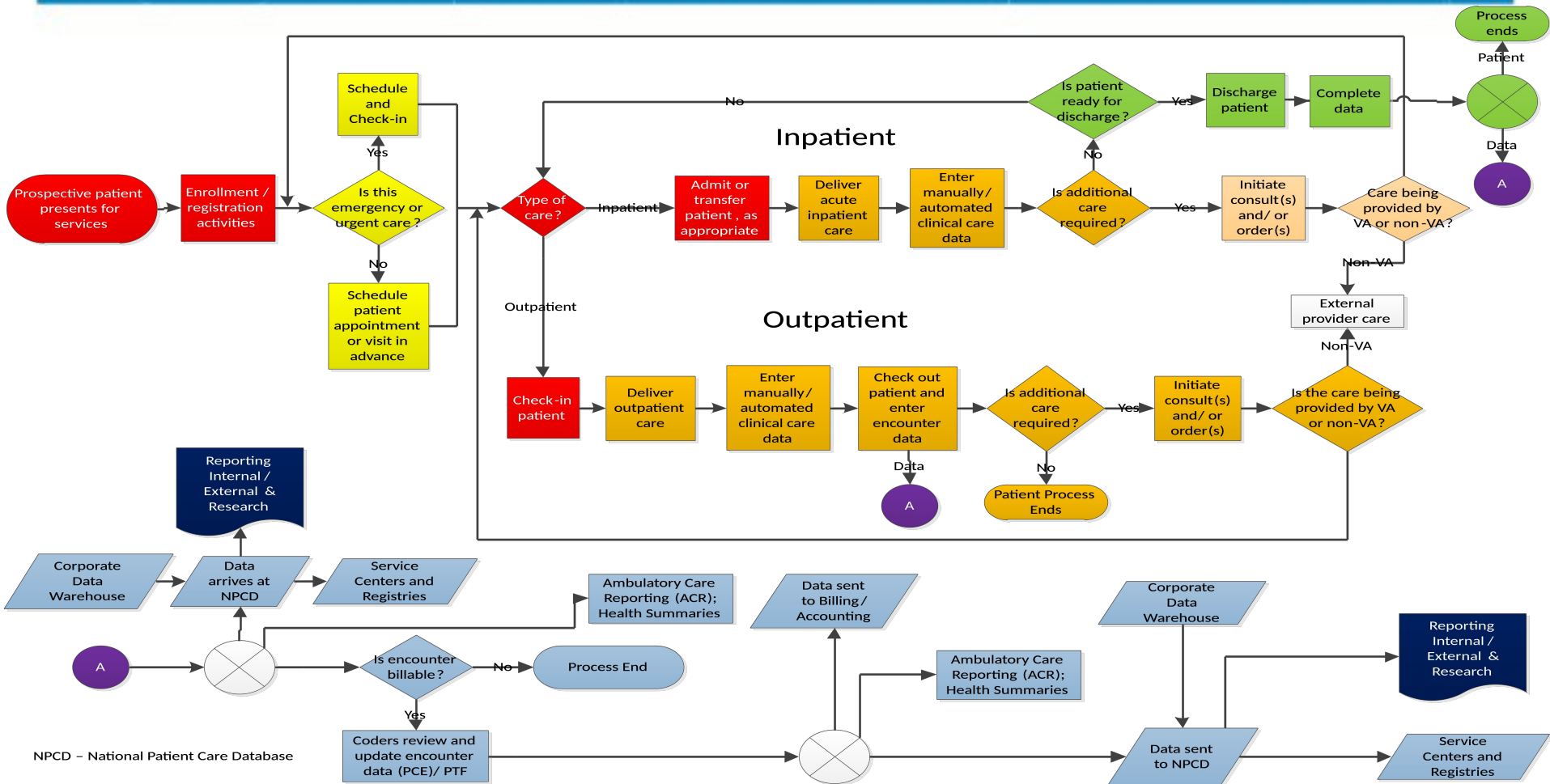
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- Planning
- Requirements Elaboration
- Documentation
- Software Remediation
- Training & Education
- Communication

# Stakeholders

- **A conservative estimate is that between 70 to 75% VHA & VA employees will need training on the new code set.**
  - Data Users
  - Super Users
  - Coders
  - Clinicians
  - Utilization Review
  - Billing and Accounts Receivable
  - Purchased Care
  - Information Technology (IT) Development Teams
  - Enterprise Help Desk
  - Enterprise Product Support
  - Facility-Based Information System Staff



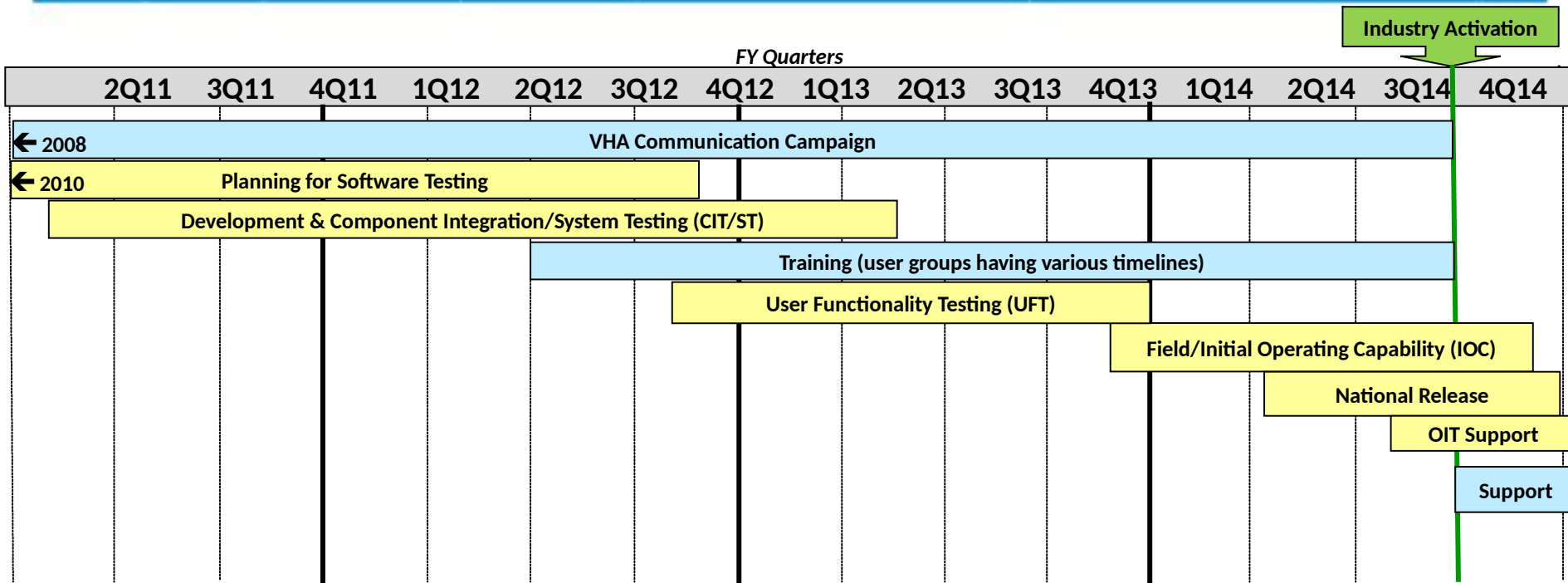
# VHA Business Operational Touch Points



# VHA ICD-10 Content and Tools

- **Templates:**
  - National Encounter Forms
  - Clinical Documentation
- **Decision Support Tools:**
  - Clinical Reminders
  - Taxonomy Dialogues
- **Lexicon Utility Search Functionality**
- **Challenges**
  - Volume
  - National and Local
  - Multiple Use & Purposes

# VHA Implementation General Timelines

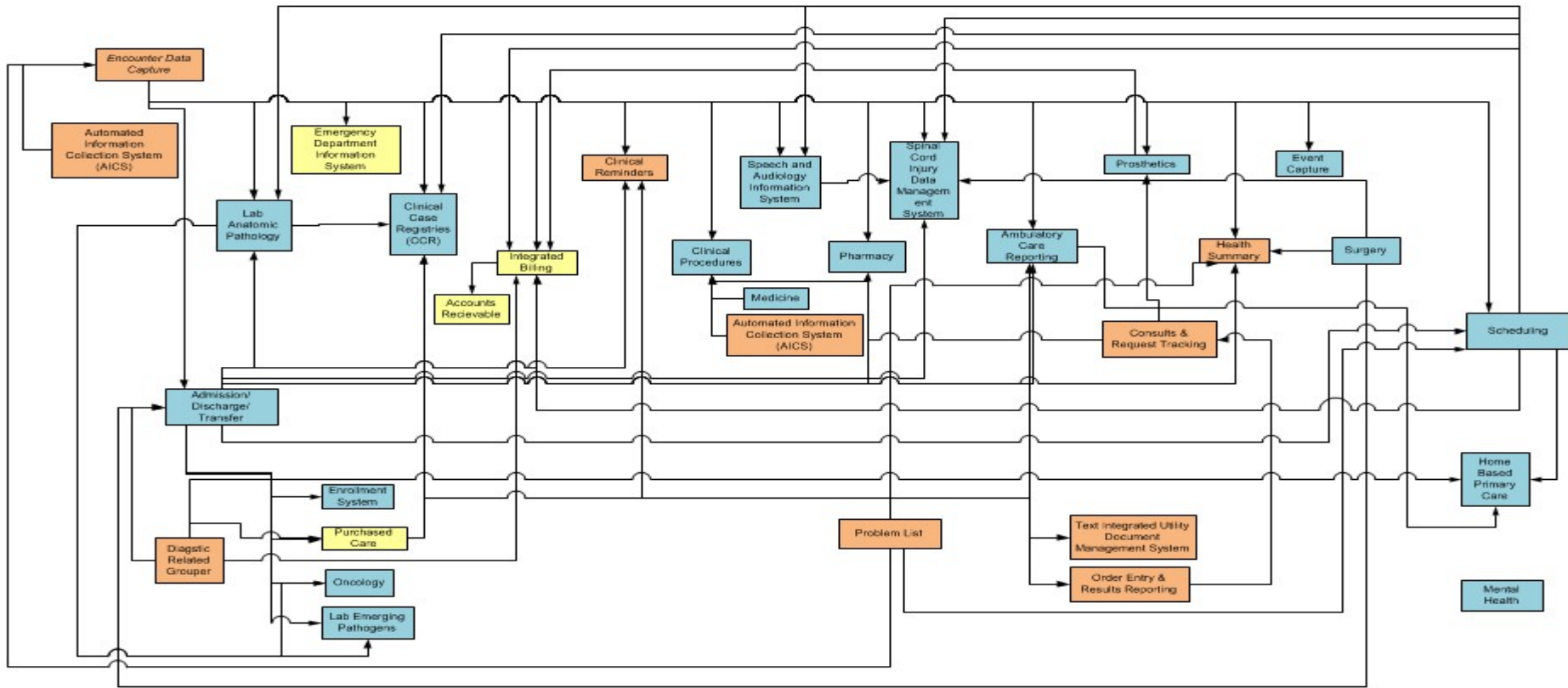


- **Component Integration/System Testing (CIT/ST)** – Software components are combined and tested in order to confirm that they interact according to their requirements. Continues until the entire system is integrated.
- **User Functionality Testing (UFT)** – Testing the software by field level Subject Matter Experts (SMEs), per application.
- **Initial Operating Capability Testing (IOC)** – Utilization of Utility to simulate code activation early.

<b>Activities / Responsibility</b>	
<span style="display:inline-block; width:15px; height:10px; background-color:yellow; border:1px solid black;"></span>	VA Office of Information Technology
<span style="display:inline-block; width:15px; height:10px; background-color:lightblue; border:1px solid black;"></span>	VHA ICD10 PMO



# ICD10 Core Application Dependencies



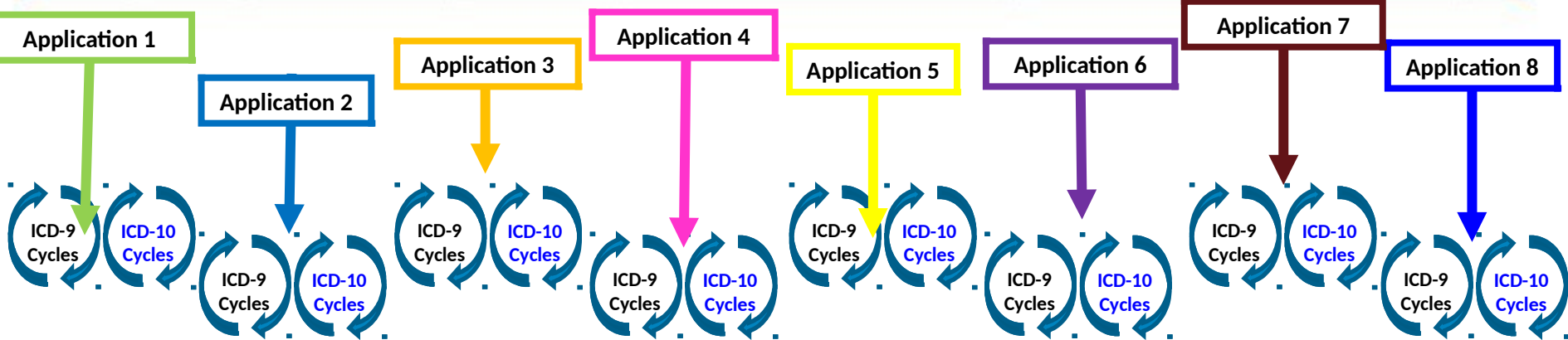
STS (Lexicon/Global Coding)

Arrow points from Predecessor(P) to Successor(S)  
 P = Predecessor  
 S = Successor

MED - 57 MED - 58 MED - 59

VETERANS HEALTH ADMINISTRATION

# Testing



- Challenges

- Core Application testing
- Core Application integration testing
- Testing with un-remediated applications
- Internal End to end testing
- Date of Service Driven

36 Remediated Applications

# Challenges related to software remediation

- Careful timing and coordination of interdependencies
- Key project dependencies external to ICD-10 Program
- Additional (missed) ICD requirements discovered during remediation
- Patch collisions with other development efforts
- Delays due to “discovered” dependencies

# Training/Education – Types and Modalities

- **Types:**

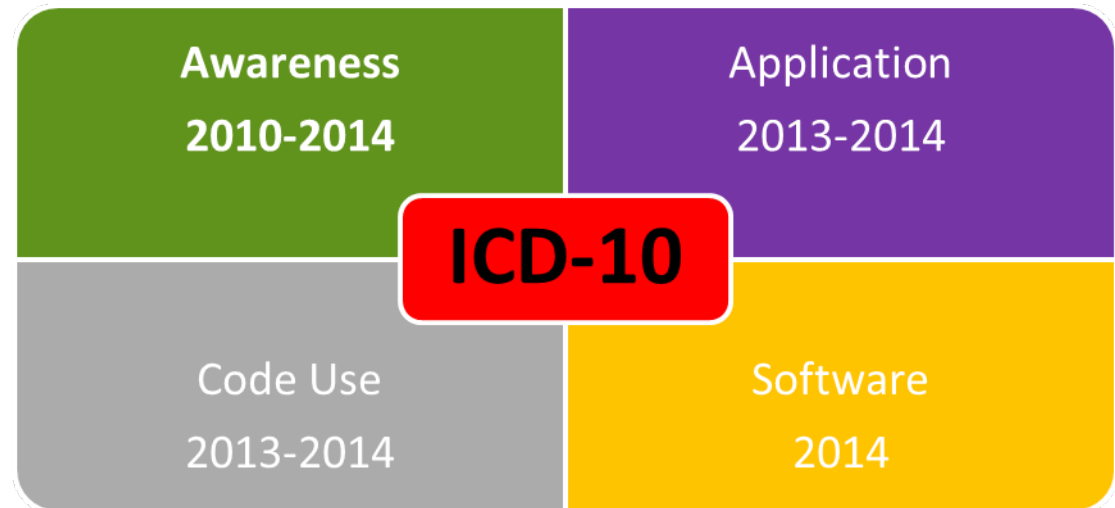
- Awareness
- Use
- Application
- System/Software

- **Modalities:**

- Online Awareness Sessions
- Webinars
  - Virtual VA eHealth University (**VeHU**)
- Hands-On Learning Courses
  - EduCode Modules

# Timeline for Training – by Group

- Data Users
- Super Users
- Coders
- Clinicians
- Utilization Review
- Billing and Accounts Receivable
- Purchased Care
- Information Technology (IT) Development Teams
- Enterprise Help Desk
- Enterprise Product Support
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# Communications

- **Awareness Briefings**
- **Regular Meetings**
  - Internal and Executive Remediation Team
  - Stakeholders
  - Organizational Leadership
  - Advisory Group of Subject Matter Experts
- **LISTSERV Communications**
- **Question and Answer (Q&A) Mailbox**

# ICD-10 Challenges



# Lessons Learned

- **Communications**
- **Business Customer Management**
- **Schedule**
- **Coding**
- **Documentation**
- **Change**

# Focus for VHA Sites:

- **Awareness and Communications**
- **Build a Transition Team**
- **Contracts**
- **Other ICD9-CM Use**
- **Training**
- **Content Templates**
  - Documentation
  - Encounter Forms
  - Clinical Decision Support Tools
- **Contingency Plans**



**Honor America's Veterans by providing exceptional health care that improves their health and well-being**





Are you Ready?

**Questions?**

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