



2014 National Survey on ICD-10 Readiness

sponsored by Edifecs

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eHealth Initiative and AHIMA, hosted an industry wide survey on ICD-10 readiness in June 2014. The survey, sponsored by Edifecs, assessed the anticipated impact of ICD-10, focusing on:

- Readiness for testing and implementation
- Financial, operational and clinical impact of ICD-10
- Strategic implications of an expanded code set

Health networks, clinics and physician practices all provided input into the survey instrument. Of the 430 responses, 32% were from those with management and supervisor roles, 24% were directors and 16% were executives, while clinicians and other titles made up the remaining percentage.

While the survey results below will provide you with the details, the key findings were:

- Almost half of the responding organizations have begun testing, some organizations plan to forgo testing, and most don't have a good sense of how ready their partners are
- There is widespread concern about the impact of ICD-10 on systems, workflow, productivity, and revenue
- Respondents are optimistic that increased specificity is expected to improve research, population health management, quality and performance measurement and claim accuracy

The extension to October 2015 provides an opportunity for additional training and improving clinical documentation integrity.

1. What is your primary work setting?

		Response Percent	Response Count
Accountable Care Organization (ACO)		0.9%	4
Acute Care Hospital		30.0%	134
Ambulatory Surgery Center		0.7%	3
Behavioral / Mental Health Clinic		1.6%	7
Clinic / Physician Practice		24.7%	110
Consulting Firm		8.3%	37
Federally Qualified Health Center (FGHC)		1.6%	7
Health Information Exchange (HIE)		0.0%	0
Home Health / Hospice		0.5%	2
Integrated Healthcare Delivery System		7.2%	32
Lab/Pharmacy		0.0%	0
Long-term Care Facility		5.8%	26
Payer		1.6%	7
Regional Extension Center (REC)		0.2%	1
University		1.8%	8
Vendor		4.7%	21
Worker's compensation		0.2%	1
Other (please specify)		10.3%	46
answered question			446
skipped question			8

2. Please estimate the size of your organization.

		Response Percent	Response Count
1-50 beds		24.9%	41
51-200 beds		25.5%	42
201-500 beds		24.9%	41
More than 500 beds		24.9%	41
answered question			165
skipped question			289

3. Please estimate the size of your practice.

		Response Percent	Response Count
1-4 physicians		58.2%	64
5-10 physicians		20.9%	23
11 -30 physicians		7.3%	8
More than 30 physicians		13.6%	15
answered question			110
skipped question			344

4. What is your job level?		Response Percent	Response Count
Analyst / Coordinator		2.2%	10
Clerical / Administrative Support		0.5%	2
Clinician (MD, RN, etc.)		9.6%	43
Coder		1.8%	8
Compliance Officer		1.8%	8
Consultant		3.8%	17
Director (HIM, IT, Privacy, Security, etc.)		24.1%	108
Educator		1.1%	5
Executive / President / Vice President		15.6%	70
Manager / Supervisor		31.9%	143
Transcriptionist/CDI		0.0%	0
Other (please specify)		7.6%	34
		answered question	448
		skipped question	6

5. Please indicate the earliest possible month by which your organization would be ready to conduct end -to-end testing if given the opportunity.

		Response Percent	Response Count
Third quarter of 2014		26.3%	115
Fourth quarter of 2014		14.6%	64
First quarter of 2015		12.1%	53
Second quarter of 2015		9.4%	41
Third quarter of 2015		2.7%	12
No plans for end-to-end testing		10.5%	44
N/A		8.2%	36
Don't know		16.7%	73
answered question			438
skipped question			16

6. Why is your organization not planning on performing end-to end testing?

		Response Percent	Response Count
Testing costs too much		11.9%	5
We don't know how to perform testing		35.7%	15
We don't need to perform testing		16.7%	7
Our business partners will not perform testing with us		4.8%	2
Other (please specify)		31.0%	13
answered question			42
skipped question			412

7. When have the following business partners indicated that they will be ready to conduct testing?

	3rd quarter of 2014	4th quarter of 2014	1st half of 2015	2nd half of 2015	Unknown	N/A	Rating Count
Acute care hospital	14.7% (53)	8.6% (31)	7.5% (27)	2.5% (9)	43.8% (158)	23.0% (83)	361
Behavioral/mental health clinic	4.1% (14)	2.7% (9)	4.1% (14)	1.5% (5)	45.7% (155)	41.9% (142)	339
Clearinghouse	25.3% (89)	9.7% (34)	4.0% (14)	2.3% (8)	39.2% (138)	19.6% (69)	352
HIE organization	6.9% (23)	5.7% (19)	3.0% (10)	1.5% (5)	52.4% (176)	30.7% (103)	336
Health plan	13.5% (46)	10.2% (35)	4.7% (16)	3.2% (11)	48.5% (166)	19.9% (68)	342
Labs	9.4% (32)	7.9% (27)	4.7% (16)	2.3% (8)	53.5% (183)	22.2% (76)	342
Pharmacies	7.7% (26)	5.6% (19)	3.9% (13)	2.4% (8)	56.1% (189)	24.3% (82)	337
Physician clinics and practices	10.4% (36)	8.1% (28)	9.8% (34)	3.8% (13)	49.6% (172)	18.4% (64)	347
Vendor	23.9% (85)	8.7% (31)	7.9% (28)	2.5% (9)	41.3% (147)	15.7% (56)	356
					answered question		384
					skipped question		70

8. Is your organization concerned about utilizing ICD -10 codes with any of the following health information technology components by October 1, 2015?

	Yes	No	Unknown	N/A	Rating Count
Accounting and billing system	41.7% (159)	42.0% (160)	10.5% (40)	5.8% (22)	381
Analytic software	35.5% (134)	38.6% (146)	18.3% (69)	7.7% (29)	378
Computerized provider order entry (CPOE)	29.8% (112)	45.2% (170)	15.2% (57)	9.8% (37)	376
Decision support systems	28.5% (107)	42.1% (158)	20.3% (76)	9.1% (34)	375
Electronic Health Record (EHR) system	36.9% (141)	44.5% (170)	9.2% (35)	9.4% (36)	382
ePrescribing	25.5% (95)	42.5% (158)	17.2% (64)	14.8% (55)	372
Health information exchange (HIE)	31.4% (116)	34.3% (127)	22.2% (82)	12.2% (45)	370
Registries	29.5% (110)	32.7% (122)	23.1% (86)	14.8% (55)	373
				answered question	387
				skipped question	67

9. How will revenue be affected by the use of ICD -10 data during the first year of compliance between 2015 -2016?

		Response Percent	Response Count
Revenue will increase as a result of ICD-10		5.7%	20
Revenue will not be affected by ICD-10 (revenue neutral)		13.9%	49
Revenue will decrease as a result of ICD -10		34.9%	123
My organization has not conducted a revenue impact assessment		27.6%	97
I don't know		17.9%	63
answered question			352
skipped question			102

10. How is your organization planning to leverage the increased specificity of ICD-10 coded data? (check all that apply)

		Response Percent	Response Count
Claims processing and billing		63.1%	219
Clinical or translational research		21.6%	75
Detection of fraud and abuse		11.2%	39
Outcome measurement		41.2%	143
Performance measurement		51.6%	179
Population/public health management		21.0%	73
Quality improvement		63.1%	219
Renegotiation of reimbursement contracts		23.1%	80
Resource allocation (e.g. financial, human)		25.7%	89
Other (please specify)		12.1%	42
		answered question	347
		skipped question	107

11. Please indicate the ease with which your organization anticipates performing the following activities once ICD -10 compliance begins.

	Easier	Neither easier or harder	Harder	Unknown	N/A	Rating Average	Rating Count
Adjudicate reimbursement claims (including historical analysis of ICD-9 codes)	5.7% (20)	23.8% (84)	40.8% (144)	22.4% (79)	7.4% (26)	2.86	353
Analyze and report measures on performance, quality, and safety	19.7% (69)	29.7% (104)	24.9% (87)	20.3% (71)	5.4% (19)	2.48	350
Collect and exchange health information	16.1% (56)	36.7% (128)	19.2% (67)	21.2% (74)	6.9% (24)	2.49	349
Conduct clinical, health services, or translational research	17.1% (59)	28.7% (99)	14.5% (50)	24.6% (85)	15.1% (52)	2.55	345
Document patient encounters	12.3% (43)	27.1% (95)	42.2% (148)	12.0% (42)	6.6% (23)	2.58	351
Code patient encounters	10.8% (38)	14.2% (50)	58.8% (207)	10.5% (37)	5.7% (20)	2.73	352
Manage population health	17.3% (60)	30.1% (104)	10.7% (37)	29.8% (103)	12.1% (42)	2.60	346
Manage risk	14.0% (49)	31.0% (108)	16.6% (58)	29.2% (102)	9.2% (32)	2.67	349
Negotiate contracts between health plans and providers	11.2% (39)	27.2% (95)	20.3% (71)	30.4% (106)	10.9% (38)	2.78	349
					answered question		354
					skipped question		100

12. Please indicate how the following will be impacted by the expanded ICD -10 codeset at your organization.

	Worsen	Neither worsen or improve	Improve	Unknown	N/A	Rating Average	Rating Count
Accuracy of claims	19.2% (68)	18.1% (64)	40.7% (144)	16.4% (58)	5.7% (20)	2.57	354
Efficiency of reimbursement	29.5% (104)	19.6% (69)	21.5% (76)	23.2% (82)	6.2% (22)	2.41	353
Patient safety	5.6% (21)	36.5% (129)	26.6% (94)	22.4% (79)	8.5% (30)	2.72	353
Payer-provider collaboration	20.2% (71)	25.6% (90)	16.8% (59)	31.8% (112)	5.7% (20)	2.64	352
Quality of care	6.3% (22)	35.6% (124)	28.7% (100)	22.4% (78)	6.9% (24)	2.72	348
					answered question		354
					skipped question		100

13. Please rate the impact of the following challenges to ICD -10 implementation.

	Not significant at all	Somewhat significant	Very significant	Unknown	N/A	Rating Average	Rating Count
Change management	11.0% (37)	24.2% (81)	47.8% (160)	13.7% (46)	3.3% (11)	2.66	355
Claims processing	3.5% (12)	24.8% (84)	57.8% (196)	9.4% (32)	4.4% (15)	2.77	339
Clinical workflow and productivity	5.6% (19)	25.9% (88)	56.5% (192)	8.8% (30)	3.2% (11)	2.71	340
Competing HIT priorities	7.2% (24)	27.9% (93)	43.2% (144)	17.1% (57)	4.5% (15)	2.74	333
Cost of software upgrade	12.1% (41)	25.3% (86)	43.5% (148)	13.8% (47)	5.3% (18)	2.62	340
Lack of funding	12.4% (42)	26.9% (91)	37.9% (128)	16.3% (55)	6.5% (22)	2.62	338
Lack of staff	10.1% (34)	26.7% (90)	49.0% (165)	11.6% (39)	2.7% (9)	2.64	337
Lack of testing	12.2% (41)	29.2% (98)	41.4% (139)	13.7% (46)	3.6% (12)	2.59	336
Lack of appropriate training	18.0% (61)	30.1% (102)	42.2% (143)	7.4% (25)	2.4% (8)	2.40	339
System/software migration	8.9% (30)	32.8% (111)	40.2% (136)	13.6% (46)	4.4% (15)	2.61	338
Timeline/deadline	13.7% (46)	35.3% (119)	38.0% (128)	11.0% (37)	2.1% (7)	2.47	337
Vendor/partner readiness	8.9% (30)	24.9% (84)	47.0% (159)	15.4% (52)	3.9% (13)	2.72	338
						answered question	343
						skipped question	111

14. How do you expect your organization to mitigate potential challenges to staffing such as coder productivity? (check all that apply)

		Response Percent	Response Count
Contract with outsourced coding companies		32.7%	112
Hire more coders		31.5%	108
Purchase computer assisted coding (CAC) technology or similar tools		32.4%	111
Autocode from EHR templates direct to billing		19.0%	65
Additional training and practice		70.0%	240
None of the above		8.5%	29
Don't know		11.1%	38
		answered question	343
		skipped question	111

15. How will your organization utilize the extension until October 1, 2015? (check all that apply)

		Response Percent	Response Count
Continue dual coding		46.7%	153
Conduct more robust testing		39.0%	128
Improve clinical documentation integrity		62.5%	205
Reallocate resources and focus on other health IT imperatives (HIPAA compliance, Meaningful Use 2, system upgrades etc.)		33.8%	111
Retrain or hire coders for ICD-9		16.5%	54
Train more staff for ICD -10		58.8%	193
		answered question	328
		skipped question	126