

# ICD-10-CM Implementation Strategies: An Application of the Technology Acceptance Model

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# Agenda

- Background of the Study
- Problem Statement
- Research Question
- Population and Sampling
- Data Analysis Technique
- Themes Emerged

# Background of the Study

- Medical coding is the process of translating written information from a patient's medical record into a series of universally understandable designations
- The international classification of diseases (ICD) diagnosis codes represent patients injury, and illness to establish clinical justification as they substantiate reimbursement
- The US Secretary of Health and Human Services is mandating that providers convert from the ICD-9-CM to ICD-10-CM in 2015
- The tenth revision of the ICD is a 2015 unfunded mandatory implementation for healthcare entities in the United States
- To maintain financial stability, clinicians and operational management bill services using medical codes to obtain reimbursement.



# Problem Statement

- More than 70% of participants identified concerns related to education efforts, including lack of best practices and success stories for the ICD-10-CM transition (United States Government Accountability Office [USGAO], 2015).
- U.S. healthcare spending reached just under 18% of the gross domestic product (GDP) in 2011 and predicted healthcare spending to reach **20% of GDP** by the year 2020.



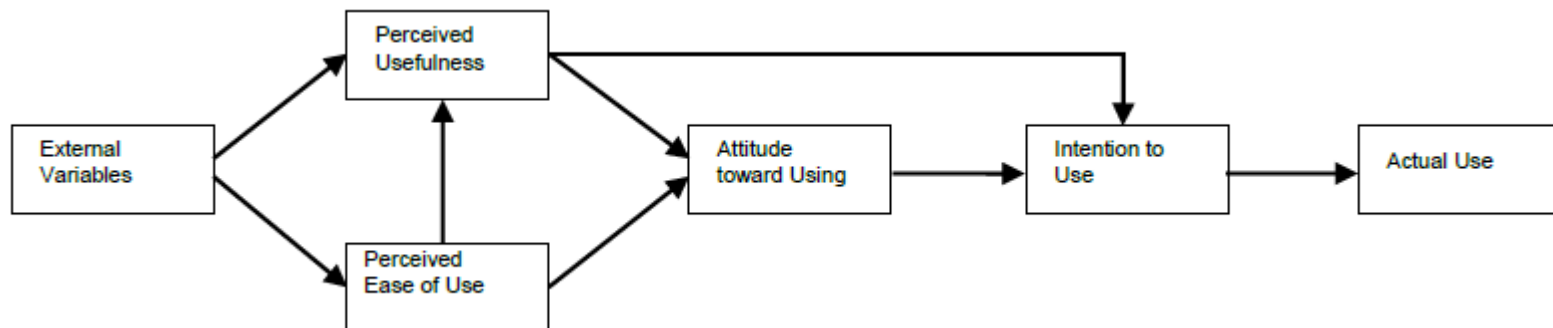
# Research Question

- What implementation strategies can providers use to overcome barriers to transition to the ICD-10-CM coding system?



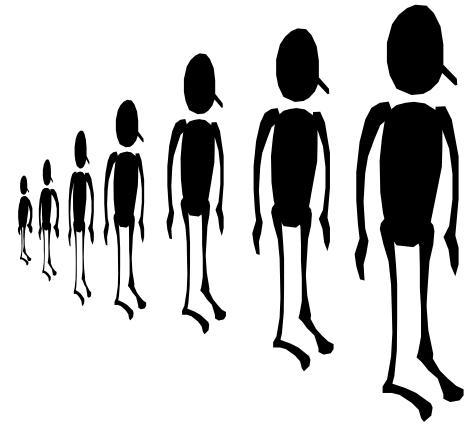
# Conceptual Framework

## Technology Acceptance Model (TAM)



# Population and Sampling

- The participants of this study were a health information manager, four coders, and four physicians
- The sampling method used in this study was a census
  - Participants of the organization had to experience the phenomenon in their daily responsibilities.



# Themes Emerged

- Theme 1: In-Depth ICD-10-CM Training
- Theme 2: The Prevalence of ICD-10 Cheat Sheets
- Theme 3: Lack of System Readiness
- Theme 4: Perception of Usefulness of Job Performance





# Study Findings

- All of the participants in the study acknowledged that training was an important step for preparing for the ICD-10-CM transition
- In characterizing how organizations can best prepare for the ICD-10 transition and future revisions (i.e., ICD-11), two-thirds of the participants described training as a best practice
- Participants' perceptions and document content regarding cheat sheets as a practical strategy for the ICD-10-CM transition are inconsistent with the references in the literature.
- All of the participants indicated that the lack of preparation for the EHR system was a significant barrier to the ICD-10-CM transition.

# Recommendations for Action



- Deliver training in a phased approach
  - Ensure that staff use the ICD-10 coding system in parallel with the ICD-9 system before the go-live
- Establish implementation standards for the transition
  - Develop testing plan to define a testing scope to mitigate transition risk
- Promote the transition through awareness and buy-in
  - Appoint a team that will champion the transition
  - Validate the benefits and ease of use and usefulness of new technology to remove user resistance