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)

Perceived Usefulness

Perceived Ease-of-use

External Variables

Perceived Usefulness

Perceived Ease of Use

Attitude toward Using

Intention to Use

Actual Use
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