

Provider Survey on 5010 / ICD-10 Progress

December 10, 2009

HIMSS Role with 5010/ICD-10

- HIMSS represents a broad cross section of the industry and particularly providers
- HIMSS Financial Systems Steering Committee charged with supporting industry/providers with specific focus around health information technology
- Current Approach
 - “Seek first to Understand” - Monitor Industry/Provider progress and needs through regular surveys
 - “Then to be Understood” – Deliver resources to providers to support their efforts through our 5010/ICD-10 Task Force

HIMSS Survey

- Baseline Survey Conducted in November 2009
- Addressed 5010 and ICD-10 in Separate Questions
- 14 Substantive Questions Covering:
 - Awareness
 - Plans and Progress
 - Approach
 - Obstacles and Competing Initiatives
- Designed for Periodic Use
- Next Survey Planned for April 2010 with larger number of respondents

HIMSS Survey

- Sample question (same asked for ICD-10):

The following best describes my organization's preparation for 5010 today.

- We haven't considered this at all
- We've started to assess what we need to do
- We have a clearly defined plan of action
- We have an approved budget and a proposed plan of action
- We have started work on making the required changes
- We have completed all work on 5010, but aren't ready to test with trading partners
- We have completed all work on 5010 and are ready to test with trading partners
- We have completed all work on 5010, including testing with trading partners
- Don't know
- Other (please specify)

HIMSS Survey

- Distributed on-line via HIMSS leadership contacts
- Responses = 56
 - 80% Providers
 - 9% Other (consultants, government, etc.)
 - 6% Vendor
 - 6% Clearinghouse, HIE
- Provider Distribution
 - 79% Hospital / IDN
 - 21% Practice / Clinic
- Responses reported here for providers only

5010/ICD-10 Awareness

- **We Asked:** My organization adequately understands the timeline (changes) required for 5010 / ICD-10 compliance.
- **General Finding:** Most providers understand the timeline for 5010, but are less clear on the changes that may impact their organization
- **Specifically:**
 - 62% had good or average knowledge of the 5010 TIMELINE
 - 43% had a good or average knowledge of the 5010 required CHANGES
- ICD-10: Similar or slightly better awareness
- **Conclusion:** Providers have focused on the compliance date, but are less sure what it is they will need to do to achieve compliance.

5010/ICD-10 Project

- **We Asked:** What level of project planning (initiated, specific plan, resourced) has occurred for 5010 / ICD-10
- **General Finding:** Only 12% of providers have a 5010 project formally initiated.
- **Specifically:**
 - 29% will initiate project in next six months
 - 26% expect to start project within the next year
 - 24% have no plans or timeline for project start-up
- **ICD-10:** Slightly behind 5010 with only 9% having initiated project
- **Conclusion:** Providers are viewing 5010 as a 2010 or later project, suggesting that many will be challenged to meet the 1/1/2011 Level I compliance date

5010/ICD-10 Preparation

- **We Asked:** What is your organization's level of preparation for 5010/ICD-10?
- **General Finding:** Over half of providers are currently assessing what they need to do for 5010
- **Specifically:**
 - 9% are making or completed changes required
 - 63% assessing or have action plan
 - 25% have not started or “don't know”
- **ICD-10:** Similar to 5010
- **Conclusion:** While providers may not have specific plans and budgets in place, they have initiated their assessments.

5010/ICD-10 Approach

- **We Asked:** What approach will you take to achieving 5010 / ICD-10 compliance?
- **General Finding:** Most providers (56%) will upgrade or replace their patient accounting / practice management system to achieve compliance
- **Specifically:**
 - 9% will replace as part of implementing an EHR
 - 12% will rely on clearinghouse services
 - 23% have not determined approach
- **ICD-10:** Larger number of “don’t knows” (35%)
- **Conclusion:** A significant number of providers have identified their approach 5010.

HIT Perfect Storm: Mid- 2010 to Mid-2012



5010/ICD-10 Competing Initiatives

- **We Asked:** What competing initiatives may significantly impede your ability to meet the 5010/ICD-10 compliance dates.
- **General Finding:** Almost 2 of 3 providers (63%) identified EHR or other technology projects as competing for resources with 5010.
- **Specifically:**
 - 53% indicated business initiatives / projects were competing
 - 40% indicated other Federal/State compliance initiatives were competing
- **ICD-10:** Similar to 5010 findings but some providers (19%) cited the 5010 initiative itself as competing with ICD-10
- **Conclusion:** A major challenge for providers is the “perfect storm” of competing initiatives that are distracting their 5010/ICD-10 efforts.

5010/ICD-10 Obstacles

- **We Asked:** What obstacles do you expect to encounter in your 5010/ICD-10 efforts?
- **General Finding:** Almost 2 of 3 providers (63%) identified a lack of internal/external resources and/or knowledgeable resources as the primary obstacle to meeting compliance dates for 5010
- **Specifically:**
 - 49% need more information around compliance requirements
 - 40% are concerned about limited financial resources
 - 14% concerned that vendors won't be ready
- **ICD-10:** Similar to 5010 findings but more concern about vendor capabilities (28%)
- **Conclusion:** Access to qualified and knowledgeable staff is the most pressing concern, though other obstacles may take precedence.

Conclusions

- Providers are well aware of 5010 but appear to be more focused on the Level II compliance deadline than the actual changes required
- Many providers may not be ready to meet the Level I compliance deadline of 1/1/2011. Most providers are still assessing the requirements of 5010 and few have detailed plans and budgets.
- Most providers will be upgrading or replacing their current systems, with some relying on clearinghouse services
- EHR and other system implementations are the major competing initiatives closely followed by business initiatives
- The major obstacle cited by most providers is the lack of knowledgeable resources. Lack of understanding of the changes required and financial resources are also cited as major concerns.

Recommendations for Government and Industry

- **Improve awareness** of the need to move forward with 5010 planning and remediation to meet the Level I compliance deadline of 1/1/11.
- **Provide case study** examples of how various organizations are balancing / leveraging competing initiatives during the “Perfect Storm.”
- **Share more detailed documentation** such as impact assessments, gap analysis, and project plans that can help providers improve their understanding of the required changes and jump start their efforts
- **Continue to monitor** provider progress through periodic surveys

Thank You & Questions

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