

ICD-10 Readiness Survey

WEDI, the Workgroup for Electronic Data Interchange, is a multi-stakeholder group focused on providing guidance on the use of technology to improve the efficiency, quality, and cost-effectiveness of healthcare information. WEDI has prepared a detailed survey to measure the healthcare industry's readiness in achieving ICD-10 implementation. The survey will be reissued periodically to track progress towards the Oct. 1, 2013, implementation date.

Before taking the survey, please review the copy of the survey questions which are on the following pages. Please use this as a worksheet. This will enable you to craft your answers and assure that your organization is comfortable with them. Questions for physicians begin on page 21. Use the link below when you're ready to submit. WEDI asks that you answer as many questions as possible, but it is not necessary to answer every question.

In order to maintain the integrity of the survey results, WEDI asks that only 1 representative from each practice respond to this survey. To ensure complete anonymity, WEDI has not included any questions that could specifically identify the respondents. You can have multiple people contribute to the answers, but be sure only one survey for your practice is submitted.

Please note: This survey will close January 29, 2010.

WEDI would like to thank you in advance for your participation.

Detailed ICD-10 Survey January 2010:
<http://www.surveymonkey.com/s/3WDN635>

Detailed ICD-10 Survey Jan 2010

1. WEDI ICD-10 Detailed Implementation Status Survey - Jan 2010

WEDI is conducting this detailed ICD-10 implementation status survey to track industry progress on this important initiative. We will be conducting periodic survey to determine how well the industry is moving towards the Oct 1, 2013 implementation date.

Before taking the survey, please review the copy of the survey questions provided in the email. This will enable you to craft your answers and assure that your organization is comfortable with them. If you have not reviewed the questions, please exit the survey now. You do not need to answer every question in the survey.

Once you are satisfied with your answers, please proceed thru the survey question on line.

There are questions which are specific to each type of organization (vendor/clearinghouse, health plan, and provider). Please answer only the questions for your organization's type. There may be some organizations that fall into more than one type; in that situation please retake the survey for each type that may apply. Your response to the next question will take you to the appropriate section.

If there are any questions, please call Ann Marie Railing at WEDI, 703-391-2718.

* 1. Is your organization primarily a:

Software vendor or Clearinghouse

Health Plan

Provider

2. SOFTWARE VENDOR/CLEARINGHOUSE QUESTIONS

If you represent a software vendor and/or clearinghouse, please answer these questions.

1. Are your customers (check all that apply):

- Health Plans Providers Clearinghouses Other Vendors

2. How many employees are in your company (full time equivalents)?

- 1-100
 101-1000
 1001+

3. What type of products do you provide? (check all that apply)

- Clearinghouse Clinical (EHR, coding, etc.) Administrative services (Practice management, billing, etc.) Administrative Software

4. How complete is your detailed ICD-10 impact assessment?

- Have not started
 1-25%,
 26-50%
 51%-75%
 76%-99%
 Complete

5. How completed is your product strategy ?

- Have not started
 1-25%,
 26-50%
 51%-75%
 76%-99%
 Complete

6. How complete is your product requirements development?

Have not started

1-25%,

26-50%

51%-75%

76%-99%

Complete

7. How complete is your solution development?

Have not started

1-25%,

26-50%

51%-75%

76%-99%

Complete

8. When do you plan to start your internal testing?

2010

2011

2012

2013

9. When do you plan to complete your internal testing?

2010

2011

2012

2013

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10. When do you plan to start customer review and beta testing?

2010

2011

2012

2013

11. When do you plan to complete customer review and beta testing?

2010

2011

2012

2013

12. What is your estimated date for having your product available for customer use/installation?

2010

2011

2012

2013

13. How complete is your total ICD-10 budget estimate?

Have not started

1-25%,

26-50%

51%-75%

76%-99%

Complete

14. For which years have you received an approved ICD-10 implementation budget (could include funds for impact assessment, business requirements, implementation, process improvements and tools)?

Check all that apply.

2010

2011

2012

2013

15. How are your estimates tracking against budget?

- About as expected
- Costs are higher than expected
- Costs are lower than expected
- Unknown

16. What is your total estimated budget for overall ICD-10 remediation?

- Unknown at this time
- Less than \$1,000,000
- \$1 million - \$5 million
- Greater than \$5 million

Detailed ICD-10 Survey Jan 2010

17. What are the key issues that came out of impact assessment?

Please note - this is a "Check all that apply" and narrative response question

- Bigger impact than expected
- Smaller impact than expected
- Significant business impacts
- Significant IT impacts
- Resources
- Budget
- Competing priorities
- Other mandates
- Lack of customer readiness
- Inadequate decision support
- Coordination with trading partners/business associates

Other (please specify)

18. Have you provided any ICD-10 implementation education to your executives?

Yes

No

19. Have you developed a training plan for your organization?

Yes

No

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20. What are your top three training issues? (Narrative response)

First

Second

Third

21. What percentage of your organization is going to require some amount of training?

- None
- 1-25%,
- 26-50%
- 51%-75%
- 76%-99%
- All

22. What percent of individuals that need to be trained have been trained?

- None
- 1-25%,
- 26-50%
- 51%-75%
- 76%-99%
- All

23. Are you planning to provide some level of training to your customers on ICD-10?

- Yes (please explain type of training)
- No

If yes, please explain type of training

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24. What is the sense of urgency around ICD-10 in your organization?

- Very urgent
- Somewhat urgent
- On the radar, just starting work
- Aware, but no action
- Little/No urgency at all

25. Has an Executive Steering Committee been formed?

- Yes
- No

26. Has a project management team been established to manage the ICD-10 initiative?

- Yes
- No

27. Is there a regular reporting mechanism in place to report project status?

- Yes
- No

28. Is there a risk management or contingency plan to handle obstacles and delays during the project?

- Yes
- No

29. Have you developed a trading partner outreach and communication plan?

- Yes
- No

Detailed ICD-10 Survey Jan 2010

30. Have you heard from your customers regarding ICD-10 implementation?

None

Some

All

31. Have you given customers information on beta testing dates?

Yes

No

32. Have you given information to your customers on product delivery and installation?

Yes

No

33. Does your product/service support both ICD-9 and ICD-10?

Yes

No

34. Does your product/service support crosswalks?

Yes

No

N/A

35. Have you gotten information from trading partners regarding crosswalking strategies?

Yes

No

N/A

36. Is your company actively participating in local or national trade groups?

Yes

No

Detailed ICD-10 Survey Jan 2010

37. Please rate your confidence that you will deliver in time for customers to meet the compliance date?

1 = very confident,

2 = confident,

3 = somewhat confident,

4 = concerned,

5 = very concerned

38. What are the key risks or obstacles regarding ICD-10 implementation?

39. The survey is now complete. Are you satisfied with your answers? If you answer yes, your survey will end. If you answer no, you will have the opportunity to change your answers.

Yes

No

3. HEALTH PLAN QUESTIONS

If you represent a health plan, please answer these questions.

1. Please indicate the size of your health plan (number of covered lives)

- Less than 1,000,000
- 1,000,001 - 3,000,000
- Greater than 3,000,000

2. Are you a:

- Commercial health plan
- Blue Cross and/or Blue Shield Plan
- Federal Agency
- State Agency (e.g Medicaid)

3. What is your primary delivery method:

- Fee-for-service (including PPOs, IPAs, etc.)
- Managed Care

4. How complete is your formal impact assessment/gap analysis, which would consist of determining the impact of ICD-10 on all your business processes, systems, and trading partner relationships?

- Not yet started
- 1 - 25%
- 26%-50%
- 51% -75%
- 76-99%
- Complete

Detailed ICD-10 Survey Jan 2010

5. How complete is your implementation strategy?

Not yet started

1 – 25%

26%-50%

51% -75%

76-99%

Complete

6. How complete is your project plan?

Not yet started

1 – 25%

26%-50%

51% -75%

76-99%

Complete

7. How complete is your internal business process design and development?

Not yet started

1 – 25%

26%-50%

51% -75%

76-99%

Complete

8. How complete is your internal IT systems design and development?

Not yet started

1 – 25%

26%-50%

51% -75%

76-99%

Complete

9. What is your estimated date to begin internal testing?

Prior to April 1, 2012

April thru Sept 2012

Oct-Dec 2012

Sometime in 2013

10. What is your estimated date to complete internal testing?

Prior to April 1, 2012

April thru Sept 2012

Oct-Dec 2012

Sometime in 2013

11. What is your estimated date to begin external testing (testing with trading partners)?

Prior to 2013

Sometime in 2013

12. What is your estimated date to complete external testing (testing with trading partners)?

Prior to 2013

Sometime in 2013

13. Is your executive team aware of ICD-10 and the need to move forward?

Yes

No

14. What is the sense of urgency around ICD-10 implementation in your organization?

- Very urgent
- Somewhat urgent
- On the radar, work is just starting
- Aware, but no action as yet
- No urgency at all

15. What part of your organization has been designated as the lead for the ICD-10 implementation effort?

- Project management office
- Multi- department; overall effort
- IT Department
- Non-IT business component
- Compliance office
- None
- Other (please specify)

16. Has a project team been established?

- Yes
- No

17. Has a reporting system been established to provide reporting on the status of the project?

- Yes
- No

18. Is there a risk management or contingency plan to handle obstacles and delays during the project?

- Yes
- No

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19. How complete is your ICD-10 implementation budget estimate?

Not yet started

1 – 25%

26%-50%

51% -75%

76-99%

Complete

20. For what years have you received an approved budget (includes impact assessment, business requirements, implementation, process improvements and tools)? Check all that apply.

2010

2011

2012

2013

21. How are your estimates tracking against your budget?

About as expected

Costs are higher than expected

Costs are lower than expected

Unknown

22. What is your current estimate of budget for ICD-10 implementation?

Unknown

Less than \$1 million

\$1 million - \$5 million

Greater than \$5 million

**23. What are the key issues that came out of your impact assessment?
Check all that apply.**

- Bigger impact than expected
- Smaller impact than expected
- Significant business impacts
- Significant IT impacts
- Resources
- Budget
- Competing priorities
- Other mandates
- Lack of vendor readiness/vendor readiness concerns
- Coordination with trading partners/business associates
- Staff qualifications lacking
- Alignment of in-flight projects
- Lack of interest of executive management

Other (please specify)

24. What is your primary strategy for ICD-10 implementation?

- Crosswalking
- Direct ICD-10 processing
- Combination of crosswalking and direct processing
- Sunsetting technology
- Acquiring new technology

25. Do you have plans for updating your medical policies to be consistent with ICD10?

- Yes
- No

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26. Have you provided any training on ICD-10 implementation to your executives?

Yes

No

27. Have you developed a training plan for your organization?

Yes

No

28. What are your top three training issues?

Training Issue 1

Training Issue 2

Training Issue 3

29. What percentage of your organization is going to require some amount of training?

0%

1 – 25%

26%-50%

51% -75%

76-99%

100%

Unknown

30. What percentage of individuals that need to be trained have been trained?

0%

1 – 25%

26%-50%

51% -75%

76-99%

100%

Unknown

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31. Have you contacted your vendors regarding ICD-10 implementation?

- All of them
- Some of them
- None of them

32. Have you contacted provider partners regarding ICD-10 implementation?

- All of them
- Some of them
- None of them

33. Have your vendors contacted you regarding ICD-10 implementation?

- All of them
- Some of them
- None of them

34. Have your vendors given you information on product testing dates?

- All of them
- Some of them
- None of them

35. Have your vendors given you information on product delivery and installation?

- All of them
- Some of them
- None of them

36. Have you received information from trading partners and vendors regarding crosswalking strategies?

- All of them
- Some of them
- None of them

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37. Do you have confidence that your providers will be ready in time for you to meet the compliance date?

- Very confident
- Confident
- Somewhat confident
- Concerned
- Very concerned

38. Do you have confidence that your software/application vendors will deliver in time for you to meet the compliance date?

- Very confident
- Confident
- Somewhat confident
- Concerned
- Very concerned

39. Do you have confidence that your clearinghouses will be ready in time for you to meet the compliance date?

- Very confident
- Confident
- Somewhat confident
- Concerned
- Very concerned

40. Do you have confidence that your 3rd party service provider vendors (e.g. PBM, Disease Management, Mental Health providers, etc.) will deliver in time for you to meet the compliance date?

- Very confident
- Confident
- Somewhat confident
- Concerned
- Very concerned

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41. Have you received education or information from local or national trade groups?

Yes

No

42. The survey is now complete. Are you satisfied with your answers? If you answer yes, your survey will end. If you answer no, you will have the opportunity to change your answers.

Yes

No

4. PROVIDER QUESTIONS

If you represent a provider, please answer these questions.

1. What is the type of area you primarily serve?

Rural

Urban

Both

2. What best describes the type of provider you are?

Health system

individual practitioner

group practice

Ambulatory Care Facility

Pharmacy

Home Health

Hospital

DME company

Laboratory

State Agency

Other (please specify)

3. How many clinical employees are in your organization?

1-10

11-100

Greater than 100

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4. How complete is your ICD-10 impact assessment, which would consist of determining the impact of ICD-10 on all your business processes, systems, and trading partner relationships?

Not yet started

1-25%

26-50%

51-75%

76-99%

Complete

5. When do you expect to complete your impact assessment?

Already complete

Jan - June 2010

July - Dec 2010

2011

2012 or later

6. How complete is your implementation plan for business requirements?

Not yet started

1 - 25%

26%-50%

51% -75%

76-99%

Complete

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7. How complete is your internal business process design and development?

Not yet started

1 – 25%

26%-50%

51% -75%

76-99%

Complete

8. How complete is your internal IT systems design and development?

Not yet started

1 – 25%

26%-50%

51% -75%

76-99%

Complete

9. What is the expected completion date for business and system redesign?

Prior to April 1, 2011

April thru Dec 2011

2012

2013

10. How complete are your internal testing plans?

Not yet started

1 – 25%

26%-50%

51% -75%

76-99%

Complete

11. What is the expected date to begin internal testing?

- Prior to April 1, 2012
- April thru Sept 2012
- Oct-Dec 2012
- Sometime in 2013

12. What is the expected completion date for internal testing?

- Prior to April 1, 2012
- April thru Sept 2012
- Oct-Dec 2012
- Sometime in 2013

13. What is the expected date to begin external testing?

- Prior to 2013
- Sometime in 2013

14. How complete are your external testing plans?

- Not yet started
- 1 – 25%
- 26%-50%
- 51% -75%
- 76-99%
- Complete

15. What is the expected completion date for external testing?

- Prior to 2013
- Sometime in 2013
- Unknown at this time

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16. What are the key issues that came out of your impact assessment?

Check all that apply.

- Bigger impact than expected
- Smaller impact than expected
- Significant business impacts
- Significant IT impacts
- Resources
- Budget
- Competing priorities
- Other mandates
- Lack of vendor readiness/vendor readiness concerns
- Coordination with trading partners/business associates
- Staff qualifications lacking
- Alignment of in-flight projects
- Lack of interest of executive management

Other (please specify)

17. What is your primary strategy for ICD-10 implementation?

- Crosswalking
- Direct ICD-10 processing
- Both
- Other (please specify)

18. Is your Executive team aware of ICD-10 and need to move forward?

- Yes
- No

Detailed ICD-10 Survey Jan 2010

19. What is the sense of urgency around ICD-10 in your organization?

- Very urgent
- Somewhat urgent
- On the radar, work is just starting
- Aware, but no action
- No urgency at all

20. Has an Executive Steering Committee and/or Executive Sponsor been identified?

- Yes
- No

21. What part of your organization has been designated as the lead for the ICD-10 implementation effort?

- Project management office
- Multi- department; overall effort
- IT Department
- Non-IT business component
- Compliance office
- None
- Other (please specify)

22. Has a project team been established?

- Yes
- No

23. Has a reporting system been established to provide reporting on the status of the project?

- Yes
- No

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24. Is there a risk management or contingency plan to handle obstacles and delays during the project?

Yes

No

25. Have you completed a budget estimate for ICD-10 implementation?

Yes

No

26. How complete is your total ICD-10 implementation budget estimate?

Not yet started

1-25%

26-50%

51-75%

76-99%

Complete

27. For which years have funds been allocated for your ICD-10 implementation project? (Check all that apply)

2010

2011

2012

2013

28. How are your estimates tracking against budget?

About as expected

Costs higher than expected

Costs lower than expected

Unknown

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29. What is your current budget estimate for ICD-10 implementation?

- Unknown at this time
- Less than \$100,000
- \$100,000 to \$1 million
- \$1 million - \$5 million
- Greater than \$5 million

30. Have you provided any ICD-10 training to your key decision makers?

- Yes
- No

31. Have you developed a training plan for your organization?

- Yes
- No

32. What are your top three training issues?

- Training Issue 1
- Training Issue 2
- Training Issue 3

33. What percentage of your organization is going to require some amount of training?

- 0%
- 1 - 25%
- 26%-50%
- 51% -75%
- 76-99%
- 100%
- Unknown

34. What percentage of individuals that need to be trained have been trained?

- 0%
- 1 – 25%
- 26%-50%
- 51% -75%
- 76-99%
- 100%
- Unknown

35. Do you have a list of your vendors and external partners with contact points?

- Yes
- No

36. Have you contacted your vendors regarding ICD-10 implementation?

- None
- Some
- All

37. Have your vendors contacted you regarding ICD-10 implementation?

- None
- Some
- All

38. Have your vendors given you information on testing dates?

- All of them
- Some of them
- None of them

39. Have your vendors given you information on product delivery and installation?

- All of them
- Some of them
- None of them

40. Have you received information from trading partners and vendors regarding crosswalking strategies?

- All of them
- Some of them
- None of them

41. Have you received general ICD-10 information from your health plans?

- All of them
- Some of them
- None of them

42. What is your level of confidence that your health plans will be ready in time for you to meet the compliance date for ICD-10?

- Very confident
- Confident
- Somewhat confident
- concerned
- very concerned

43. What is your level of confidence that your software/application vendors will deliver in time for you to meet the compliance date for ICD-10?

- Very confident
- Confident
- Somewhat confident
- concerned
- very concerned

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44. What is your level of confidence that your third party service provider vendors (e.g. billing services, coders, etc) will deliver in time for you to meet the compliance date for ICD-10?

Very confident

Confident

Somewhat confident

concerned

very concerned

45. What is your level of confidence that your clearinghouses will be ready in time for you to meet the compliance date for ICD-10?

Very confident

Confident

Somewhat confident

concerned

very concerned

46. Have you received education or information from local or national trade groups?

Yes

No

47. Are you satisfied with your answers?

Yes

No

5. End of Survey

Thank you for participating in this WEDI survey. You may now exit this web page.