

# MANAGE THE TRANSITION TO **ICD-10** AND BEYOND



## ICD-10 Education Program

An education and management program to help ensure a successful transition to ICD-10

### CHALLENGE:

The operational, clinical and financial viability of the health system will depend on the education and knowledge transfer of relevant, role based education to prepare the organization beyond the ICD-10 compliance date of October 1, 2014. The goal of providing role based education across the continuum of healthcare personnel is to mitigate the risks associated with the conversion and to minimize the impact on patient care and workflow.

### SOLUTION:

Nuance believes the key to any large initiative is a comprehensive project plan to manage all of the detailed tasks, timelines, activities and project budgets. Preparing the organization for the ICD-10 knowledge transfer requires the development of a comprehensive Education & Management Plan that will help guide the organization through the ICD-10 education process. In order to ensure the challenges inherent in a transition of this magnitude are met, Nuance recommends healthcare organizations adopt a phased approach methodology.

Regardless of the process being managed, the practice of good project management is a discipline. Even with the best work methodologies and tools, timely delivery of quality products and services requires daily management of the environment, scope,

### KEY BENEFITS

- Over 50 AHIMA ICD-10-CM/PCS approved trainers on staff to meet the demands of our clients
- 15 employed Nuance physicians dedicated to clinical documentation improvement, physician education, product and content development and delivery
- Over 30 clinicians dedicated to clinical documentation, coding, education content development and delivery
- The Development of an organizational Education & Management Plan to guide the organization through the multi-year ICD-10 education process
- Education with a strong clinical focus in keeping with the business philosophy of a clinically based approach to documentation management.
- Physician education that is developed specific to specialty, role, and practice type

schedule, personnel, quality, and costs. Nuance recommends a two (2) phase approach to manage the educational needs of a healthcare organization:

### **PHASE I: EDUCATIONAL DEVELOPMENT AND MANAGEMENT PLAN**

A disciplined approach to the consistent application of proven management methodology and techniques is the best way of ensuring that our client's objectives are met. This discipline encompasses a series of interacting activities and techniques to assure our clients that:

- Attainable objectives and project completion criteria are clearly defined and success is measurable
- Engagement population is defined, with sufficient details, to enable effective curriculum development and the management of role based education across the organization
- Role based education is managed and delivered to minimize disruptions to operations and patient care
- Requested education plan changes are fully vetted, documented, and effective as approved
- Regular reporting to inform ICD-10 steering committee and key stakeholders of project status
- Potential problems or scheduling conflicts are identified early and resolved
- Project deliverables are produced in a timely, quality, and cost-effective manner
- Projects are successful; on-time and on-budget projects

### **PHASE II: ICD-10 TRAINING & EDUCATION SERVICES**

Nuance Healthcare brings to the healthcare industry a unique blend of e-Learning solutions and onsite instruction for all levels of

ICD-10 training combined with industry leading technology. Nuance's ICD-10 Education Program features innovative e-learning courses built on an intuitive and easy-to-use platform that provides single-transcript tracking, allowing your administrators to view individual learning activity at the click of a button. All courses are SCORM compliant and can be hosted on our own LMS or be directly connected to the facilities own LMS. From a content perspective, Nuance Healthcare has educational resources to meet the training needs throughout the organization.

Nuance understands the importance of role based education and customizing the education curriculum and delivery method based on type of profession and level of user, e.g. Physician, clinical documentation specialist, coders and all other staff (management, departmental, nursing, registration, support staff, etc.)

### **ABOUT NUANCE HEALTHCARE**

Nuance Healthcare, a division of Nuance Communications, is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides solutions and services that improve the entire clinical documentation process—from capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance's award-winning voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow on any device.

**To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 800-683-8734 or visit [www.nuance.com/go/clintegrity360](http://www.nuance.com/go/clintegrity360).**