

Case Study

ICD-10 Readiness and Risk Assessment at NorthBay Healthcare



“Anthelio combined its extensive IT and hospital operations expertise to deliver a quality, cost effective readiness and risk assessment solution to NorthBay Healthcare. Their team was collegial and collaborative with our users and vendors. Whenever questions or concerns arose they were readily accessible.”

Rose Kennedy
Senior Director Revenue Cycle

Client Profile

NorthBay Healthcare (NorthBay) is a locally based, non-profit healthcare organization serving Solano County since 1960. Its hospitals, NorthBay Medical Center in Fairfield and NorthBay VacaValley Hospital in Vacaville, are full-service, acute care facilities. Its mission is to provide compassionate care and advanced medicine close to home to all who come there, regardless of their ability to pay for medical services.

www.northbay.org

Background

In 2009, NorthBay saw ICD-10 looming in the future and wanted to get an early handle on it. Taking a proactive stance, the organization conducted an internal systems review to determine which vendor applications used to support patient care and business operations would be affected.

The Challenge

With a desire to seek outside subject matter expertise for guidance and validation in determining the application vendor's overall state of readiness and with an already full slate of information systems initiatives for 2010,



NorthBay began to search for a firm that was a “best fit” in meeting the criteria and expertise needed for them to be successful. In January 2010, NorthBay commissioned Anthelio to begin a vendor readiness assessment on its behalf.

The Solution

Anthelio’s ICD-10 Readiness and Risk Assessment services provided to NorthBay focused on three key areas of interest.

The first area focused on execution of a rigorous information discovery campaign. The goals of this campaign were 3-fold:

1. To capture detailed information from application vendors, third-party service providers and payors regarding their plans for achieving compliance within the ICD-10 timelines.
2. To perform a comprehensive review of all NorthBay HL7 interfaces and data extract files to determine where changes would be needed.
3. To gauge the overall impact that the transition to ICD-10 would have on operations by surveying all clinical and financial service departments across the health system.

The second area focused on the analysis, collation and documentation of all information captured with subsequent generation of a readiness GAP.

The third area focused on quantitatively determining the levels of risk to NorthBay for achieving compliance across all elements; prioritization of system(s) remediation based upon system-to-system and system-interface interdependencies; potential for additional costs to NorthBay and recommendations for mitigating the identified risks. The output of this step resulted in creation of a Readiness and Risk Matrix or “roadmap”.

Positioned for Success

Using the ICD-10 Risk and Readiness “roadmap” that Anthelio developed specifically for NorthBay, they are currently staging their necessary ICD-10 application software upgrades and/or system replacements in conjunction with other 2011 and 2012 information systems initiatives. By taking a proactive stance to achieve compliance, NorthBay has armed itself with planning information from Anthelio that is critical to NorthBay’s preparations for the transition to ICD-10 and in doing so, can more efficiently organize and utilize their resources. In summary, by partnering with Anthelio, NorthBay has effectively increased its chances of success in meeting these regulatory compliance dates.

About Anthelio

Anthelio is the largest independent provider of technology and services to hospitals, physician practice groups and other healthcare providers. Anthelio is the only healthcare services company that has “end-to-end” services expertise, including IT, medical records, EMR implementations, clinical transformation, coding, ICD-10, transcription and revenue cycle services. Enabled through a highly integrated technology platform powered by skillful people, Anthelio drives high value for healthcare organizations by solving complex clinical and business problems while enabling delivery of high quality patient care. Anthelio is an icon of innovation, operational prowess and service excellence in healthcare, serving hundreds of health organizations and touching millions of patients across the U.S. Anthelio is headquartered in Dallas, Texas and has over 1,500 technology and clinical professionals. www.antheliohealth.com

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