Appendix A

Interview Questions

Management and Planning

1. How would you describe awareness of the 5010/ICD-10 regulations and implementation deadlines within your organization?
2. How has management responded to the 5010/ICD-10 implementation deadlines? For example, have new steering committees/project teams/work groups been put in place?
3. Has a specific office or individual been given responsibility for implementation of ICD-10?
4. Has your organization performed an impact assessment to identify stakeholders and processes that will be impacted by the conversion to ICD-10?
5. Is your organization in the planning or implementation stage for 5010? For ICD-10?

Financial Implications

6. Has your organization established a budget to address 5010/ICD-10 conversion costs?
7. Has your organization performed a cost analysis to understand the financial impact for your organization (for example, revenue impacts that could result from improperly coded claims)?
8. What do you see as potential benefits of the conversion?

Staffing and Training

9. How is your organization addressing training?
10. How is your organization communicating the ICD-9 to ICD-10 transition to clinicians?

Quality and Reporting

11. What measures, if any, has your organization implemented to anticipate the effect on quality of patient care?
12. How will the transition to ICD-10 affect your organization’s ability to measure quality internally?

Electronic Health Records

13. How will the 5010 standards and ICD-10 transition affect your organization’s transition to electronic health records?

Closing Question

14. How would you describe key lessons learned so far? Are there challenges that have arisen and what might you do differently if you could give advice to others?