Appendix A

Interview Questions

Strategic Planning:
1. What were the major steps in preparing for the ICD-10-CM transition?

Education & Training:
2. What implementation strategies (i.e., education, technology) were used to overcome challenges to transition to the ICD-10-CM coding system?

System Readiness:
3. What challenges are you experiencing in converting to ICD-10-CM?

Closing Questions:
4. How can organizations best prepare for this transition?
5. What else could you share that is pertinent to your implementation strategies for ICD-10-CM?