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**Phase 1: Assessment**
- Identification of business impact areas
- ICD–10 impact assessment kickoff and educational session with key stakeholders
- People, process & system assessment
- ICD–10 reimbursement and coding risk/impact analysis
- Coding & documentation assessment
- Education & training (staffing) needs assessment
- Communication plan/Awareness campaign
- Vendor/payer readiness assessments
- Roadmap to ICD–10 readiness
- Refinement of ICD–10 budget
- Strategic alignment
- Presentation of findings & recommendations to key stakeholders

**Phase 2: Adoption**
- ICD–10 education program: provider, coder, revenue cycle & IT
- System remediation support (technical & coordination)
- Clinical documentation improvement
- Mapping & translation
- Denial management
- Coder productivity mitigation
- Contingency planning
- Coder career ladder program development
- Best practices design

**Phase 3: Analysis**
- End-state measurement and documentation
- Implement review and improve process
- Implement compliance program
- Develop quarterly audit process and metrics

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¹ “Implementing ICD-10: A Canadian Perspective from the Front Line”, Feb, 2009, HFMA
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