

Determine Your Training Needs for ICD-10

Training is a definite requirement to learn ICD-10. Anyone in the practice who works with ICD-9 codes today will need to be trained on ICD-10. Through your practice assessment, you will know which staff needs training. Not all staff, however, will need the same level of training.

Consider the following as a guide for the amount of training your staff members will need.

- Coding staff – Will need the most training to learn the new codes and coding guidelines so they can know how to code correctly.
- Front desk staff – Will likely need minimal training to be able to recognize ICD-10 codes when updating problem lists, checking eligibility, or receiving prior authorization.
- Physicians – Will need a moderate amount of training to understand changes in medical concepts in ICD-10 and how to document in enough detail so the coding staff can choose the correct code. If physicians will be doing coding, they will need additional training on the coding guidelines.
- Other clinicians – Will need a minimal to moderate amount of training depending on their role in the practice and how much they document.
- Other staff – Depends on their role. Researchers will need more training. Administrators who do public health or quality improvement reporting may need less.

The two common questions about ICD-10 training are:

- How do I find training programs?

Look at training programs and resources being offered by your professional organizations. You can also do a web search to find programs and compare pricing. Look at how the training is offered (in-person conference, online, written materials, presenter-based, self-taught) and consider what method will work best for your staff. Also look to purchase other products to support the training and serve as ongoing resources, such as books and coding cards.

- When should staff be trained?

Training experts are saying to not train too early or staff will forget what they learned without ongoing practice. Work with your staff to identify the best time for them to receive training. Keep in mind that staff will be unavailable to do their normal workload when they are in training, so training may need to occur after hours or on the weekend. If that is not possible, expect downtime in the practice's normal productivity.

Even with the best training, expect that there will be a learning curve when the deadline arrives and staff begins coding in ICD-10. Other countries that have implemented ICD-10 reported issues with decreased productivity of their coding staff. Most practices have a set of commonly used diagnoses and productivity should increase as the staff becomes comfortable with these frequently used ICD-10 codes.

Prepare for your practice's training needs so your staff is ready to code in ICD-10 for the October 1, 2015 deadline.

Visit the AMA's website for more resources on ICD-10

www.ama-assn.org/go/ICD-10