



# Orlando Health

**HOW ORLANDO HEALTH PREPARED  
FOR ICD-10 REMEDIATION OF THEIR  
ALLSCRIPTS™ SUNRISE CLINICAL  
MANAGER EHR**



**CASE STUDY**

## CASE STUDY

# Orlando Health

### CLIENT PROFILE/BACKGROUND

Orlando Health is a private, not for profit, healthcare network of five community hospitals, three specialty hospitals and a cancer center that is affiliated with the internationally recognized MD Anderson Cancer Center. With a 1,788 inpatient bed capacity and approximately 3,000 physicians, Orlando's facilities, advanced medical treatments and procedures have distinguished Orlando Health as a healthcare leader serving the two million residents of central Florida's metropolitan region and more than 4,500 international visitors annually.

More than 10,000 Orlando employees are using the following four modules of Allscripts™ Sunrise Clinical Manager 5.5 (SCM): Sunrise Clinical Manager, Sunrise Ambulatory Manager, Sunrise ED Manager, and Sunrise Meds Manager (Pharmacy). A single system database is deployed to all medical facilities and a number of clinics.

### ICD-10 REQUIREMENT

Hospitals in the United States must transition from the ICD-9 coding standard to ICD-10 by Oct. 1, 2014. Orlando has added ICD-9 content, customizations, free-text descriptions and pointers throughout their EHR application and functions, such as Orders and Order-sets, clinical documentation templates, dictionaries, and Structured Notes. Furthermore, Orlando has attempted to streamline the process between clinical documentation and Health Information Management (HIM) coding.

### CHALLENGES

Orlando was faced with the following challenges:

- ▶ Needing a catalog of locations for ICD-9 codes, descriptions, content, and pointers in the EHR in order to know where remediation for ICD-10 was needed.
- ▶ Remediating their EHR now to avoid errors in diagnoses and treatment, as well as reimbursement and cash flow disruption when ICD-10 is implemented.
- ▶ Upgrading to an ICD-10 compliant version of their SCM EHR in order to meet the deadline for converting to ICD-10.

### SOLUTION AND ENGAGEMENT OVERVIEW

Given the challenges to meet the ICD-10 deadline, Orlando Health's executive management called on Leidos Health (formerly maxIT-VCS) to complete an assessment of the effort involved in an ICD-10 transition. The purpose of the Orlando engagement was to lay the groundwork for ICD-10 remediation and to provide Orlando Health with direction for where and what needs to be remediated. The engagement focused on the evaluation and analysis of Orlando's ICD-9 current state usage within the health system's Allscripts™ SCM environment.

The engagement was completed over eight weeks and involved participants from Orlando's ICD-10 Program Management, clinical analysts and informaticists as well as the Health Information Management (HIM) Department, Revenue Cycle Department and several other areas.

### PROJECT OBJECTIVES

Together with Orlando's leadership, Leidos Health defined the following project objectives:

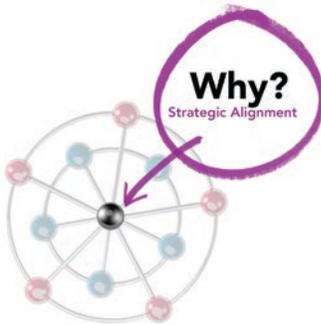
- ▶ **Identify** ICD-10 risk mitigation and remediation planning requirements by performing a deep-dive analysis of Orlando Health's SCM 5.5 environment, including the Allscripts™ modules and ancillary applications, as well as integration touch-points with disparate ancillary system supporting technologies
- ▶ **Evaluate** Orlando Health's Allscripts™ SCM 5.5 enterprise, facility-defined and user-defined Data Dictionaries, Data Items and the use of suggested/restricted dictionaries
- ▶ **Review** summary lines for orders by department and medical specialty
- ▶ **Evaluate** nursing and physician documentation usage of free text, and defined data in structured note content

### LEIDOS HEALTH PROJECT LIFECYCLE AND APPROACH

The Leidos Health engagement at Orlando Health was performed in three phases, utilizing the Why, How, What approach.

“The Leidos Health team helped our organization analyze what we needed to do to prepare for the ICD-10 transition. Furthermore, their evaluation of current ICD-9 codes and their recommended approach has identified the necessary steps to remediate our EHR. By making the changes Leidos Health recommends, we will be able to meet the ICD-10 transition deadline in an organized, strategic manner.”

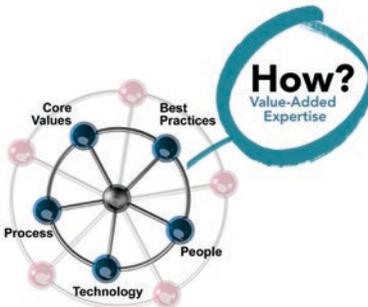
— **KEITH EGGERT**, Vice President of Revenue Services  
Orlando Health



### PHASE 1: Why – Understanding Strategy

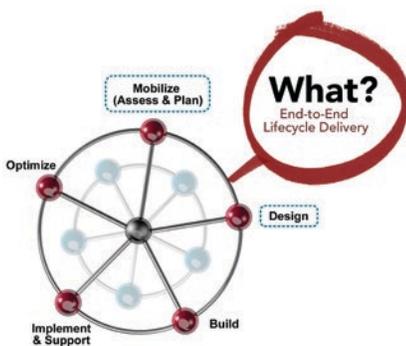
Leidos Health needed to understand Orlando Health’s vision, aims, business objectives, and organizational strategy in order to realize anticipated benefits and manage organizational expectations.

Beginning with the end in mind, Leidos Health initiated a series of activities including orienting the project team, reviewing application and report inventories, determining Orlando’s desirable report output mechanisms and media, as well as scheduling interviews with key stakeholders.



### PHASE 2: How – Designing a Plan

Once Leidos Health understood the client’s ICD-10 business goals and objectives, the team developed an evaluation plan focused on the functional and technical components most critical to the performance (ICD-10) of the product and integration with dependent systems.



### PHASE 3: What – Summarizing Accomplishments

- ▶ The Leidos Health team performed a deep-dive analysis focused on the identification of ICD-9 codes and descriptions located within Allscripts™ design and Orlando’s customizations.
- ▶ The evaluation and analysis included a review of data dictionaries, orders, order sets, charge masters, documentation templates, flowsheets, interface transactions, reports, medical logic modules (MLMs) and defined content.
- ▶ Leidos Health then provided a strategic high-level outline to utilize in designing and planning remediation processes, and an outline of the resources required, by resource type, necessary to remediate the SCM components.
- ▶ Leidos Health developed a Data Collection Tool (DCT) which was key to collecting data and completing an analysis of each relevant SCM

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application component. Leidos Health provided a formal handoff of the information and instructions for using the DCT to Orlando Health's core project team and analysts who will be responsible for performing the remediation recommendations.

### TIMELINE

The engagement was completed over an eight-week period and involved participants from the Health Information Management (HIM) Services Department, Revenue Cycle Department and several clinical areas.

### PROJECT BENEFITS

With the completion of the deep-dive analysis of Orlando's current EMR to identify ICD-10 risks and remediation efforts, the organization recognized significant benefits.

- ▶ Orlando now has a clear roadmap of where (within their EHR) to make ICD-10 changes.

- ▶ Orlando's clinical informaticists and HIM staff know where the 'bones' are buried and have established an approach to streamline their processes in preparation for ICD-10.
- ▶ Leidos Health provided Orlando with the tools and the direction to move forward with remediating their system.

### CONCLUSION

The Leidos Health project team's ultimate goal was to provide Orlando Health with a pragmatic strategy and roadmap in order to achieve a successful transition to ICD-10 standards in a manner that minimizes negative operational or financial impacts to the organization. With that in mind, the project deliverables provided to the organization, including the data collection tool, will enable the organization to effectively remediate the Allscripts™ SCM environment by the October 1, 2014 deadline.

### ABOUT LEIDOS HEALTH

Leidos Health helps healthcare organizations achieve their goals of meeting regulatory requirements, improving quality of care, reducing costs and enhancing the patient experience. Our services include implementation and optimization of EHRs, along with solutions for critical initiatives such as IT strategy, revenue cycle, clinical optimization, Meaningful Use, ICD-10, and cybersecurity.

For more information, visit [leidoshealth.com](http://leidoshealth.com).

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