

ICD-10-CM/PCS Project Management Resources

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Transitioning to ICD-10-CM/PCS will be a major undertaking for healthcare organizations. Below are ICD-10-CM/PCS project management resources and templates that organizations can use to help during the implementation.

Project Communication Plan

A well-planned project has a well-planned communication strategy. The following are guidelines and options when creating a project communication plan based on the Princeton Project Methodology.

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Strategy Session	All stakeholders*	Gather information for initiation plan	First, before project start date	Meeting
Distribute Project Plan	All stakeholders*	Distribute plan to alert stakeholders of project scope and to gain buy-in	Before kick-off meeting, before project start date	Distributed via hard copy or electronically; May be posted on project Web site or blackboard site.
Project Kick Off	All stakeholders*	Communicate plans and stakeholder roles/responsibilities; encourage communication among stakeholders	At or near project start date	Meeting
Status Reports	All stakeholders and project office	Update stakeholders on progress of the project	Regularly scheduled; monthly is recommended for large/midsize projects.	Distributed electronically and posted via Web or Blackboard site.
Team Meetings	Entire project team, including Individual meetings for subteams, technical team, and functional teams as appropriate	Review detailed plans (tasks, assignments, and action items)	Regularly scheduled; weekly is recommended for entire team and Weekly or biweekly for subteams as appropriate	Meeting
Project Advisory Group Meetings (this may apply only to larger projects)	Project advisory group and project manager	Update project advisory group on status and discuss critical issues; work through issues and change requests here before escalating to the sponsor(s).	Regularly scheduled; monthly is recommended.	Meeting

What	Who/Target	Purpose	When/Frequency	Type/Method(s)
Sponsor Meetings	Sponsor(s) and project manager	Update sponsor(s) on status and discuss critical issues; seek approval for changes to project plan.	Regularly scheduled; biweekly or monthly is recommended, and also as needed when issues cannot be resolved or changes need to be made to project plan.	Meeting
Executive Sponsor Meetings (this may apply only to larger projects)	Executive sponsor(s) and project manager	Update sponsor(s) on status and discuss critical issues; seek approval for changes to project plan.	Not regularly scheduled; as needed when issues cannot be resolved or changes need to be made to project plan	Meeting
Post Project Review	Project manager, key stakeholders, and sponsor(s)	Identify improvement plans, lessons learned, what worked and what could have gone better; review accomplishments	End of Project or end of major phase	Meeting and/or report; project manager will produce report
Quarterly Project Review	Project manager and key stakeholders	Review overall health of the project and highlight areas that need action	Quarterly depending on size and criticality of the project. Scheduled by the Project Manager.	Meeting and/or report; project manager will produce report

*Princeton Project Methodology describes stakeholders as: "...any person or group who has a vested interest in the success of the project, i.e. either provides services to the project, or receives services from the project. A key stakeholder is defined as: *A person whose support is critical to the project – if the support of a key stakeholder were to be withdrawn, the project would fail.*"¹

Note

1. "Princeton Project Methodology-Project Communication Plan." October 3, 2003. Available online at web.princeton.edu/sites/ppo/PMCommunicationPlan.doc

Communication Aids			
Organizations have a number of communication aids at their disposal to inform all stakeholders of the major steps and processes in the transition to ICD-10-CM/PCS. Below are just a few that organizations should consider using during the transition.			
Type/Technique	Description	Formal	Informal
E-mail	Allows teams to communicate text, audio, and video files between the team members.		X

Interoffice memos	Provides a formal forum to communicate key dates, policies, and procedures	X	
Instant messaging (IM)	Allows team members to communicate in real time	X	
Project status meetings	Provides regular status updates and reviews of the project	X	
Telephone/video conferences	Provides a medium to involve team members located in other geographic regions	X	
Intranet, Internet boards	Formally communicates status, progress, highlights, and objectives to all	X	
Walkabout	Involves a hands-on, face-to-face approach with team members		X

Reference

Charvat, Jason P. "Project Communications: A Plan for Getting Your Message Across." November 3, 2002. Available online at http://articles.techrepublic.com.com/5100-10878_11-1061894.html.

Contact List

Organizations should outline the major stakeholders for the ICD-10-CM/PCS transition in a form like the one shown below.

Contact List		
<i>Project Administrator</i>	<i>Central Administrative Project Lead</i>	
Name	Name	
Title	Title	
Department	Department	
Address	Address	
Address	Address	

Phone	Phone	
E-mail	E-mail	
	<i>Department</i>	
	<i>Name</i>	
	Title	
<i>Project Manager</i>	Department	
<i>Name</i>	Address	
Title	Address	
Department	Phone	
Address	E-mail	
Address		
Phone		
E-mail	<i>Department</i>	
	<i>Name</i>	
<i>Data Specialist</i>	Title	
<i>Name</i>	Department	
Title	Address	
Department	Address	

Address	Phone	
Address	E-mail	
Phone		
E-mail		
	<i>Department</i>	
<i>Consultant</i>	<i>Name</i>	
Name	Title	
Title	Department	
Department	Address	
Address	Address	
Address	Phone	
Phone	E-mail	
E-mail		

Project Plan

Organizations should outline the steps in transition to ICD-10-CM/PCS in the form of a project plan. A sample project plan is outlined below.

	- Scheduled			Mon	Tue	Wed	Th	Fri	Sat	Sun	Mon	Tue	Wed	Th
	- Complete			1/19	1/20	1/21	1/22	1/23	1/24	1/25	1/26	1/27	1/28	1/29
Task	Begin	End	Resp											
Project Initiation Meetings														
Meet and Discuss First Steps	1/19/09	1/19/09	Proj Man											
Steering Committee Meeting	1/27/09	1/27/09	Proj Man											
Define Roles and Responsibilities	2/4/09	2/4/09	Committee											
Risk Assessment	2/4/09	4/4/09	Dept Man											
Gap Analysis	4/4/09	6/4/09	Dept Man											
Define Vision	6/4/09	6/15/09	Committee											
Develop Project Plan	6/15/09	7/15/09	Proj Man											
Project Kick-off Teleconference														
Intranet Board Up	2/4/09	7/20/09	IT											
Multi shift meetings	7/25/09	7/30/09	Proj Man											
Training														
Training Needs ID	8/1/09	10/15/09	Dept Man											
Training Plan Submitted	10/30/09	10/30/09	Dept Man											
IT														
Vendors Contacted	8/1/09	10/15/09	IT Man											
System Changes Identified	11/01/09	1/1/10	IT Man											
HIM														
Work Flow Assessment (Current/Future/Gaps/ Action Plan)	8/1/09	10/15/09	HIM Man											
Backlog Outsourced	10/30/09	1/1/10	HIM Man											
Productivity Impact Analysis	3/01/10	5/01/10	HIM Man											
CDMP														
Work Flow Assessment (Current/Future/Gaps/Action Plan)	8/1/09	10/15/09	HIM Man											

Project Progress Report

During the transition to ICD-10-CM/PCS the project team should review the project's status in the form of progress reports, which provide an overview of the project plan, tasks for the week ahead, issues to be resolved, outstanding issues or risks, and

old action items. Below is a template for a progress report.

Project Progress Report

Time of Meeting

Date of Meeting

Topic	Status	Action Required
Project Plan Review - See attached project plan		
A. Overview	A. A copy of the project plan is attached.	A. Review, feedback and approval of project plan.
B.	B.	B.
2 Week Look Ahead – Report Attached	In the next two weeks the following tasks must be accomplished:	
A.	A.	A.
B.	B.	B.
C.	C.	C.
D.	D.	D.
Issues to Be Resolved	None at this time.	
Outstanding Issues/Risks		
A.	A.	A.
B.	B.	B.
Review of Old Action Items	None at this time.	

Recorded and submitted by:

Organizations should identify the issues to be resolved during the transition to ICD-10-CM/PCS in an issue log. The log should include who identified the issue, the date, who it was assigned to, and its status.

[illegible]

Department of Veterans Affairs, Office of Information Technology. "Project Management Guide." March 3, 2005. Available online at www.ppoe.oit.va.gov/docs/VA_IT_PM_Guide.pdf.

Harmsen, Hank, et al. "Open Source Project Management Manual." July 2006. Available online at www.projectmanagement-training.net/project_management.html.

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Lessons from History. "History of Project Management." October 3, 2009. Available online at <http://lessons-from-history.com/node/16>.

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