Q. *What is a Command Center?*

A. A virtual or physical hub devoted to the resolution of ICD-10 specific questions or issues. **The main purpose of the Command Center is to have members representing all pertinent areas of the health system who can prioritize open I.T. issues, provide just-in-time education, and support any staff incurring workflow challenges.**

Q. *If we do pursue a Command Center, who should be involved?*

A. The Advisory Board recommends staffing the Command Center with representatives from the following areas (at minimum):

- *Scheduling*: to support ICD-10 scheduled procedures

- *Registration (all points of access):* to support registrations, authorizations, and medical necessity for walk-in and scheduled procedures

- *Information Technology*: to support systems, interfaces, and ensure proper data transmission

- *H.I.M:* to support any ICD-10 coding questions, monitor backlogs and DNFC, share lessons learned and report on major hurdles faced

- *Patient Financial Services:* report ICD-10 related scrubber edits, suspended charges, denials, and report on key indicators such as AR days and DNFB

- *Physician Champion /Clinical Documentation Specialists/and Case/Utilization Management*: to provide support and education to the clinical staff while they incur questions on documentation

Staff your Command Center with members from all areas of the facility to ensure 360 degree support!

Q. *How long is the Command Center needed?*

A. The Advisory Board recommends providing heavy (daily) support for the first two weeks, with continued support for 4-6 weeks following the October 1st ICD-10 mandated date.

Q. *Virtual or physical location?*

A. Understanding that staffing and/or space may be an issue, The Advisory Board recommends a daily checkpoint, at a minimum. It may be helpful to have dedicated space in the event that critical issues arise that need to be discussed and resolved quickly. To ensure all can participate, a conference line or WebEx should also be considered.

Key Items to Consider:

- Offering weekend support or extra staff October 3rd - 4th
- Establishing an ICD-10 hotline for office/offsite location support
- Adding an easily identifiable link on your intranet homepage
- Departmental rounding by management and senior leadership
- Offering 24/7 support from key areas such as I.T.