

ICD-10 Leadership Tools

Guide to Program Structure



The purpose of program management is to establish project leadership for the overall management of the implementation program.

The key responsibilities of this team include working throughout to coordinate work efforts in the following areas:

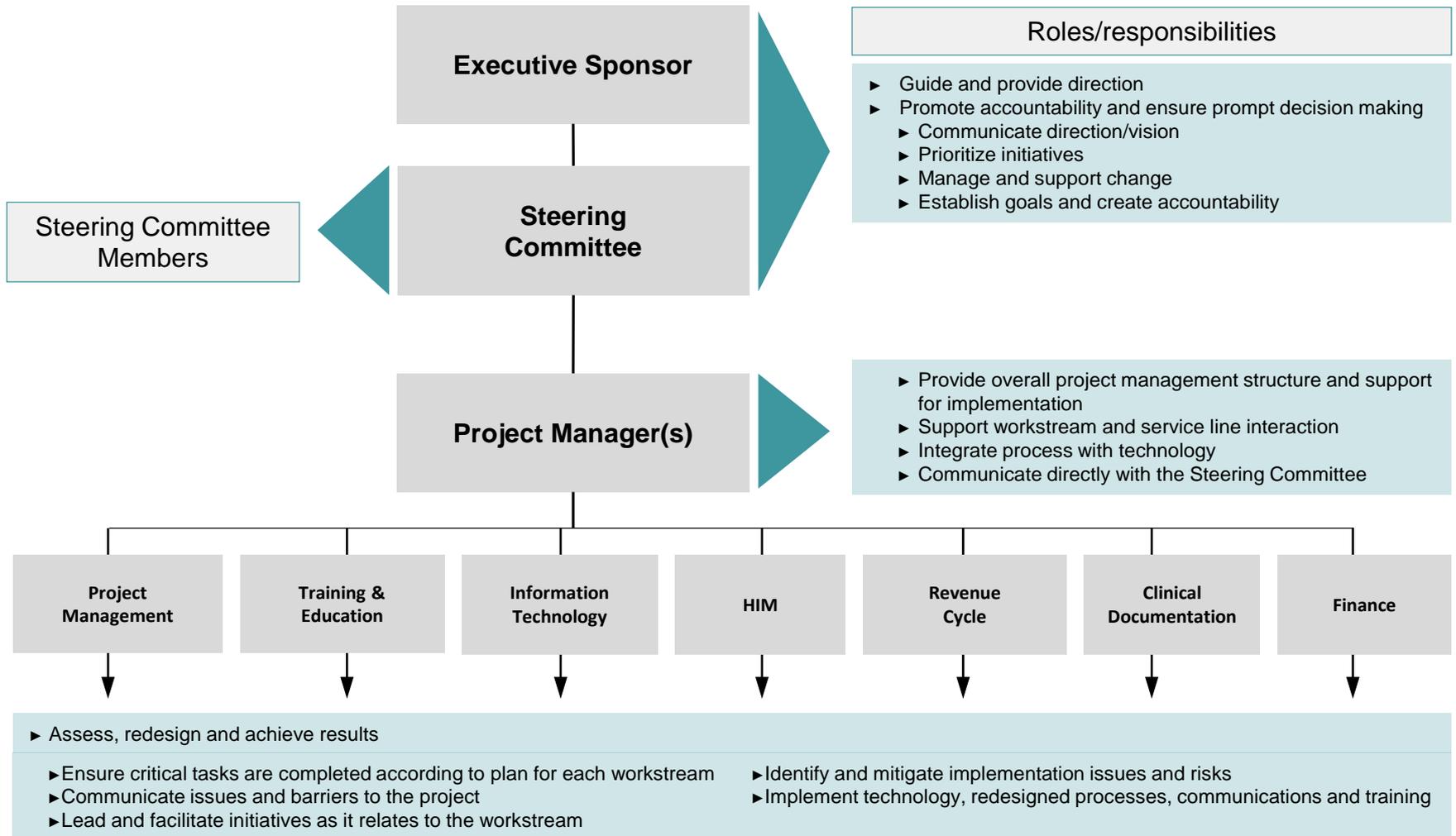
- Managing project cost estimates/project funding, work plan, issues and risks and integration activities across the work streams and business areas
- Determination of strategic approaches
- Business process changes
- Training and education
- Communication and change management
- Information technology deployment



- A program of this scale requires the support of a PMO structure.
- The PMO is a structure that is used to help consolidate and support the PM, Supporting Leads or PMs across all the identified high level project above.
- Managing, tracking and monitoring all project risks and issues are critical responsibilities of the PMO.
- Key stakeholder involvement will be supported by the overall project team.
- Project managers and leads will provide weekly updates to the overall program manager(s) to document progress and escalate issues, risks, and/or decisions that must be made.



Program Structure, Roles and Responsibilities



Team Memberships

Leadership Team – The leadership team should consist of senior hospital leaders, typically the c-level executives that can ensure the program is free of obstacles and has the proper alignment with strategic goals and other initiatives. For example, CEO, COO, CNO, CMIO, CFO, etc.

Steering Committee – The steering committee should consist of senior hospital leaders at the department head level, typically VP or Director level responsibility for areas that are directly impacted by ICD-10. For example, department heads over IT, HIM, Revenue Cycle, Physician Leaders, Clinical Documentation, Case Management, etc.

Workstream Owners – Workstream owners are those that are responsible for executing and/or overseeing the execution of the actual tasks that need to be accomplished on a day to day basis. These members are typically project managers, department managers or subject matter experts.

