



## Barb Westrick

Medical Assisting and Medical Insurance Billing and Office Administration (MIBOA) Program Chair, Ross Medical Education Center

### Challenge

- The change from ICD-9 to ICD-10 has necessitated career-training programs for medical billing and office management to revamp their curriculum and re-train their instructors, and some programs don't have the in-house resources to efficiently manage the task.

### Solutions

- Cengage Learning ICD-10 Train the Trainer Resources

### Results

- Ross was able to offer its instructors professional ICD-10 resources that got them up to speed on how to code with ICD-10, and how to teach others about coding.
- Cengage Learning offered Ross a variety of training options, some tailored to Ross's precise needs.
- After Ross instructors received Cengage Learning's ICD-10 trainings, students in their classes scored higher on credentialing exams in this area than previously with ICD-9.



## Success Story

## Ross Education Gears Up for ICD-10 with Cengage Learning's Training Programs

Created by the World Health Organization, the International Classification of Disease tenth revision (ICD-10) is a system of coding for various medical records, including diseases, symptoms, abnormal findings, and causes of injury. The ICD-10 has more than 140,000 codes versus 17,000 for ICD-9, which was in place for 35 years. As of October 1, 2015, health care providers in the U.S. must use ICD-10 codes when they submit medical claims for services provided after that date.

Barb Westrick, program chair for Ross Medical Education Center, knows the challenges of getting up to speed on a system that's undergoing a transformation. Ross's Medical Insurance Billing and Office Administration (MIBOA) program, one of several healthcare training programs offered by the center, includes ICD-10 coding as part of an Office Administration course to help prepare students for a certification exam. Ross began preparing for ICD-10 in 2012, a year before the first official compliance date (which was later delayed in the U.S.). But prior to training its students, Ross needed to train its instructors — and for that, the center turned to Cengage Learning.

### Training Programs Get Instructors Up to Speed

Because ICD-10 is much more specific than ICD-9, it makes it easier to match a code to what a physician has diagnosed, and facilitates reporting of procedures and diseases. "We have continuously trained our instructors over the past three years. Cengage Learning helped us keep abreast of the new process and code set so we would be sure to be ready for compliance," says Barb. Initially, Ross asked Cengage Learning to conduct two comprehensive face-to-face trainings. The center also participated in a WebEx™, self-paced trainings with assessments for CEUs, and live webinars. "Cengage Learning helped us prepare a live WebEx training so that we could record it and efficiently provide trainings to all our campuses."

"Cengage Learning's ICD-10 trainings include teaching scenarios and practical strategies for instructors to implement," says Barb. "The materials not only taught our instructors how to code in ICD-10, but also how to translate what they learned to their classrooms. As a result, our instructors were confident that they knew the material — and that they could teach the material."



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Cengage Learning offers a variety of ICD-10 training options and resources that includes a partnership with Optum360, the leading coding publisher in the industry, which can be tailored to the needs of higher education users. “The options allowed our instructors to learn in different ways based on their learning styles,” recalls Barb. “Face to face is always the best when you can logistically make that happen, but often it’s just not possible, and the other options have been great as well.”

## **Students’ Scores Improve**

Barb is convinced that Cengage Learning’s ICD-10 Train the Trainer materials have made a positive difference at Ross. “They have been very beneficial. We have been teaching ICD-10 for over a year now at Ross, and we have seen higher scores in some portions of the credentialing exam. If we had received lower scores, we would have known that our training was unsuccessful. We expected scores to be flat. The fact that they are higher shows us that the materials are working very well to train the instructors.” She also says she highly recommends Cengage Learning to other institutions readying for ICD-10 implementation. “Cengage Learning has been very accommodating, allowing us to customize our program the way we wanted, and then supporting our approach. They offer good ideas, and collaborate on the best way to put materials together. I was able to work directly with Mary Jo Bowie, one of the authors of the Cengage ICD-10 program, and tailor the program so it was perfect for our needs.”

Barb and her colleagues have been so pleased with the assistance they’ve received from Cengage Learning that Ross is extending its ICD-10 reach into its surrounding communities. “Instead of working solely with our instructors, we have offered training to members of the community, and Cengage Learning helped us set that up.”



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