

Optimising outcome, performance and reimbursement improvements through data quality

The Information Department and Clinical Coding Team of a Midlands-based NHS Foundation Trust have taken steps to deal with significant financial pressures and meet targets set through the NHS Cost Improvement Programme. The Trust serves a population of approximately 360,000 people and provides local healthcare through acute and community services.

Results

2017 Realised reimbursement improvement



The Trust's first eight months of using the 3M™ Data Quality Analytics (DQA) module showed significantly improved reimbursement with an average of £47,913 per month. By June 2017 the Clinical Coding Team was fully trained on using DQA, hence the financial increase. July to September was impacted by the period of annual leave within the team, December alone, however, generated improvements of £60,964.

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I would recommend DQA as a great tool for data analysis because this Trust has successfully used it to:

- ▶ demonstrate significant financial results
- ▶ reduce incidence of error and therefore improve quality of the coded clinical data
- ▶ deliver the Cost Improvement Programme (CIP) target
- ▶ target training gaps in the clinical coding team

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Clinical Coding Manager*

Financial benefit

The Trust has benefited from income improvement in the first eight months of:



An average increase per month in appropriate reimbursement of:



Increased data accuracy

The 3M DQA module has led to an improvement in data accuracy and quality whilst presenting real-time actionable data in a dashboard available to the Trust's management teams. An alert on the dashboard allows for the review of episodes that exceed an expected length of stay. The drill in episode level data may reveal omitted comorbidities, procedures or even an inaccurate primary diagnosis. Correction of this coding improves data quality and may change the Healthcare Resource Group (HRG) with a consequent financial impact.



Team development



Training gaps have been identified through the 3M DQA module and are addressed with the entire team at weekly meetings, therefore reducing potential future errors.



Complete, accurate clinical coding is essential to the Trust and its revenue is dependent on its coding quality. 3M Health Information Systems worked closely with the Information Department and Clinical Coding Team to optimise data accuracy and therefore income improvement.

Building on the Clinical Coding Team's knowledge and skills acquired through the 3M™ Medicode™ Clinical Encoder, the 3M™ Data Quality Analytics (DQA) Solution was implemented. The DQA module reviews all coded episodes and reports against the National Clinical Coding Standards, alerting the user to potential errors. The Clinical Coding Manager uses the tool to identify gaps in training needs. The amount recognised is directly proportional to the time invested in reviewing the DQA outputs and correcting errors.

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