



CHKS

Insight for better healthcare

Part of the Advt Group



Clinical Coding Services

We are the largest independent provider of healthcare clinical coding services in the UK.

Our focus is on accurate clinical coding services that deliver excellent data quality to clients.

The NHS and private healthcare providers face continuous pressure to be more efficient and cost effective, yet deliver higher quality services. Clinical coding services are no exception. Having worked in clinical coding data quality and services for over 10 years CHKS are uniquely positioned help you transform the way you deliver clinical coding.

Tackling issues such as poor coding quality resulting in loss of income, staff shortages, high use of expensive contractors with new ways of working are core to our approach. This ensures clinical care is accurately reflected so data is excellent and you recognise the income due.

We offer a range of services to support NHS and private healthcare providers to deliver high quality clinical coding including:

Our experienced staff are fully qualified expert coders proficient in coding all areas of healthcare, who work within rigorous quality controls to ensure all our outputs meet the highest DPST requirements.

AI clinical coding solution

Cutting edge solutions underpinning our coding services transforming clinical coding using automation and artificial intelligence.

Managed clinical coding services

All of our coders are experienced and ACC qualified and will code remotely or on site, from small projects to large.

Training and support services

Our trainer and approved auditors provide a wide range of training, mentoring and coder assessment services.



AI clinical coding solution

AI clinical coding solutions have been successfully developed for selected areas of acute hospital activity.

This greatly reduces the requirement for clinical coders to code repetitive, high volume, low complexity activity and allows them to focus on more complex activity.

Automated coding is a concept that we have now turned into reality enabling the rapid transformation of clinical information into accurate clinical coded data.

Key benefits:

- Improves accuracy and quality of coding whilst reducing human error, contributing to overall Trust performance
- Supports the NHS Long Term Plan's 'digital first' initiative
- Drives efficiencies and improves productivity
- Increases digital adoption and maturity
- Competitive and cost effective solution to reduce overall expenditure



Innovation



Quality



Efficiency

1

EXTRACT

We extract data from your digital clinical systems using a secure HSCN connection for specified cohorts of activity.

2

PROCESS

We work with you to ensure that the data extracts provide everything we need to clinically code the data.

3

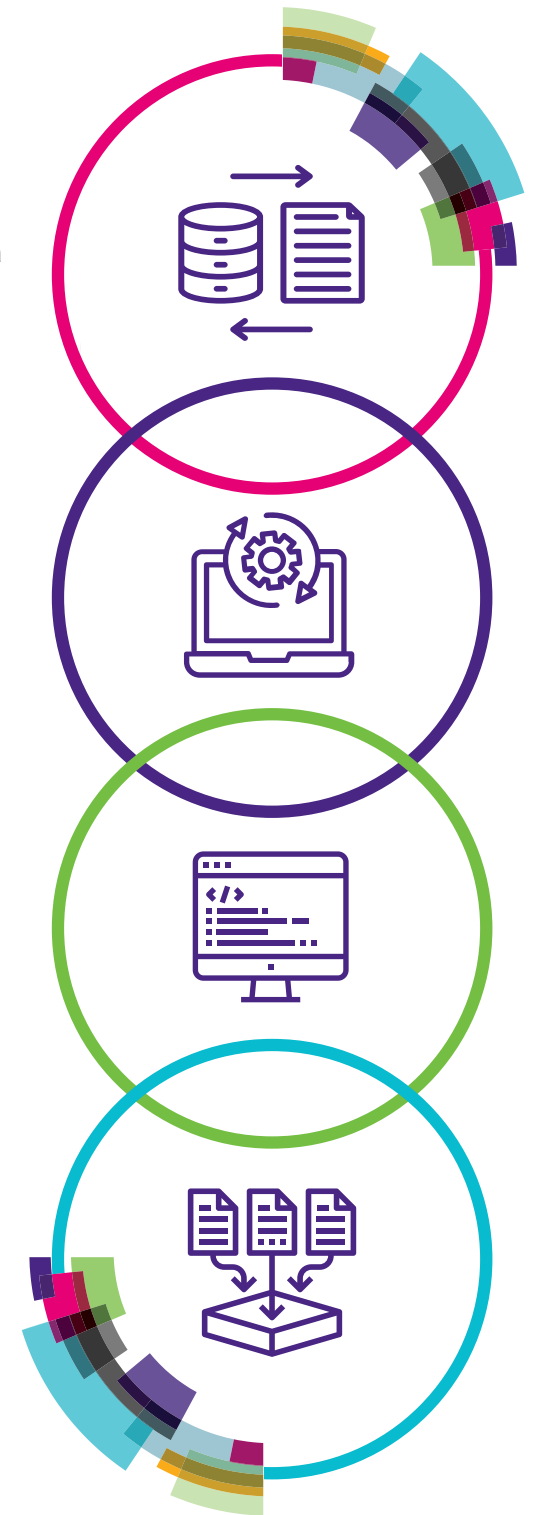
CODE

We apply the clinical coding process to assign accurate and complete codes to the data.

4

REPATRIATE

We return the data to your PAS system using the secure connection.



Managed clinical coding services

We provide clinical coders to help you to deliver a coding service within your organisation.

Whether it is satellite remote coding support or fully managed service, our coding team can help you ensure your organisation's coding is delivered in a timely, efficient and effective manner. This flexible approach allows you to make best use of budgets and resource. In addition to our standard services

we offer bespoke solutions to suit specific clinical coding requirements. Our clinical coders are all accredited clinical coders who have worked extensively in the NHS. We routinely code the full range of planned and unplanned care delivered by the NHS. Our private healthcare coding covers a range of elective and complex medical care. All activity is clinically coded to at least the advisory level as required by the NHS Digital Data Protection and Security Toolkit.

We use a variety of methods to facilitate remote clinical coding ensuring that patient records are safe and secure at all times.



Key benefits:

- All of our coders are ACC qualified and highly experienced within NHS and private healthcare Supported by in-house quality assurance, audit and training programmes
- Flexible solution to fit your needs
- Options to add additional audits to ensure quality and compliance
- Supported by our experienced client managers and qualified project manager

Our experience:

- We have a long track record of working with the NHS and private healthcare sector.
- We have been delivering managed clinical coding services for over 10 years.
- We have a wealth of experience of improving clinical coding services through analytics, audit and assurance and service redesign.

Managed clinical coding services

Our TAP approved HSCIC trainer and approved auditors provide a wide range of training, mentoring and coder assessment services to help you develop your coding team capability.

Our coder improvement services and expert knowledge of delivering large scale clinical coding services and satellite remote coding services will help your organisation get to a state of readiness for transforming your coding services.

Our service is not just about getting the best clinical coders for you. Underpinning our coding services are our coding professional leads, inhouse auditing and TAP trainer. Our holistic coding team deliver:

- **Query resolution** – working with our clinical coding services provides access to a national organisation with expert, in-depth and up-to-date knowledge of coding practice.
- **Process reviews** – our consultants work in partnership with coding teams to ensure the right processes are in place to enable efficient and accurate coding.
- **TAP training** – our approved clinical coding training uses national modules and bespoke training to ensure clinical coding staff are effectively trained and up to date with their coding knowledge.
- **Clinical data validation** – we provide quality checks on all our coded data to make sure it is right first time.
- **Clinical engagement** – we provide introductory and expert courses for clinicians and hospital staff who need to improve their understanding of clinical coding and how it relates to tariff and key performance measures such as hospital mortality (SHMI).

North Bristol NHS Trust

Clinical Coding Training and Support Services

North Bristol Trust (NBT) has an excellent reputation for Clinical Coding. Like most Trusts, NBT have to address the ongoing pressure of the national shortage of qualified Clinical Coders, while balancing operational delivery, Clinical Coding capacity, quality of coding output, and operating costs. To address this, we have partnered with experts at CHKS to co-design and deliver a high quality rolling annual programme to ensure a cost effective and assured means of progressing new entrants through mandated training and onto internal assessments, leading to the promotion of trainees to experienced coders. The Trust then mentors and matures coders over a further 12-18 months to achieve their national coding qualifications.

The programme has been hugely successful over the first three years; cost effective, high first-time pass rate, and has established continual improvement and staff development as a hallmark within our coding workforce. We are delighted with the success of the programme, and we are seeking to mature the development of training opportunities to embrace new technologies and accelerated learning techniques.

David Hale,
Assistant Director
of Informatics



Betsi Cadwaldr University Health Board

AI Clinical Coding

Between 2018 and 2020 Betsi Cadwaldr University Health Board participated in a Small Business Research Initiative scheme looking for a solution to the resource intensive process of Clinical Coding. The Health Board worked with CHKS to develop an automation process of clinical coding based upon existing electronic health records that were available to the Health Board. The solution was innovative and had very little impact upon the department's current practices unlike some of the other proposed solutions.

CHKS provided coding and data experts that worked with the Health Boards coding team to identify areas where coding automation was thought possible.

Working together as one team a proof of concept was delivered that demonstrated that several areas within Health Board could be automated. CHKS proved incredibly knowledgeable and professional and understanding that we as a Health Board had competing work pressures. The project proved that automation was possible at our Health Board and the process was accurate, with higher accuracy rating than human coders achieved. The project also proved that it had the potential to provide savings on investment.

Dafydd Ap Gwyn,
Head of Clinical Coding

North Lincolnshire and Goole NHS Trust (NLaG)

AI Clinical Coding

The Hull University Teaching Hospitals NHS Trust (HUTH) Coding management team began to manage the NLaG coding team as part of a shared service in 2022 and the first thing that the HUTH coding management team identified was a huge gap in the clinical coding from an autocoder that the NLaG IT team had produced several years earlier.

The autocoder had been put in place due to a lack of coding resource, and initially had worked well, however the autocoder process had not been updated for years, no rules changes, new codes. An internal coding audit was undertaken and this showed a huge data quality issue that needed urgently resolving and after checking what was available, discussions started to take place with CHKS on a way forward. CHKS recommended an AI support system being produced,

with an interim manual support system put in place that could be rolled out across the same areas and hopefully expanded across several areas at HUTH also. CHKS's understanding of clinical coding, the Trusts needs and their forward thinking were vital to the project from start to finish.

George Britchford,
Head of Information Services



Spire case study

Managed Clinical Coding Services

Background

Spire Healthcare is a private hospital group with 39 private hospitals throughout the UK. Since 2012 it has been working with CHKS to continuously improve the accuracy of its coding. Martin Rennison, Director NHS Business, explains how this has improved confidence amongst NHS commissioners and also benefitted Spire's bottom line.

How did you improve?

Using professionally-qualified coders had an instant impact and it was clear that this was improving our data quality. We came to the conclusion that we should contract out all our coding requirements to CHKS and moved all our hospitals across. At the same time we worked with CHKS on a system

of quality assurance, which meant we would get monthly reports on the quality of coding followed by regular coding reviews at every hospital.

What benefits have you seen from working with CHKS?

Working with CHKS has improved our coding which in turn means our data quality is much higher. Our coding error rate is less than 4 percent, which compares favourably with the NHS average of between seven and nine per cent. This is very important when it comes to assuring our commissioners that we are invoicing for the right activity. As a result we are being paid more promptly. Six years ago we had a 60 day debt figure of in excess of £28million and that figure now sits at around £8 million for a business twice the size. We

needed our commissioners to trust that our data and billing is accurate. We now believe it is and achieving this has improved the relationships we have with commissioners and ultimately helped to grow our business with the NHS.

Martin Rennison,
Director of Commercial
Contracting, Spire Healthcare





For further information:

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