

# building a caring future

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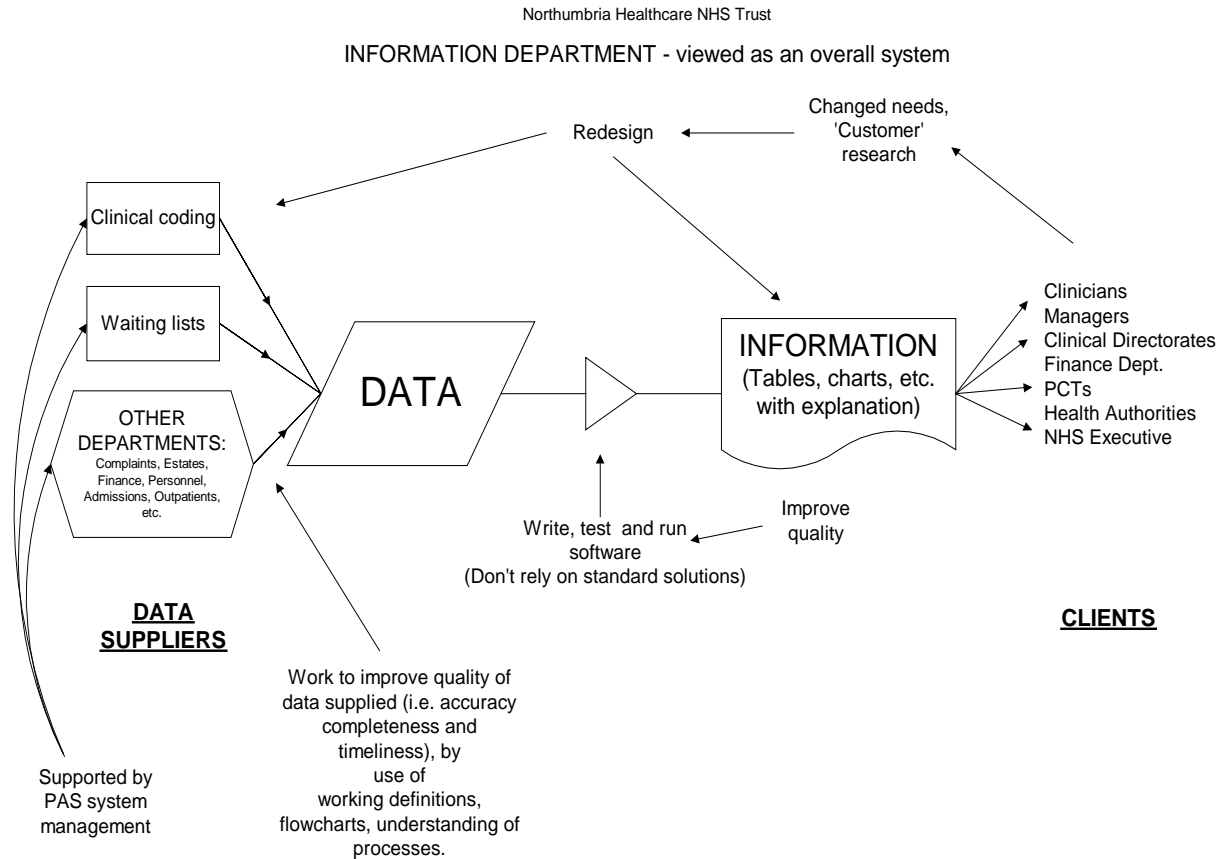
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# Information Services

Four strands:

1. Clinical coding and clinical data recording
2. Patient Administration System (PAS) Management
3. Data Quality and Data Standards
4. Analysis and Reporting

# What we do viewed as a system



# Dec 2013 new PAS – great opportunity

- Data standards for our internal codes
- Scrutinise how PAS does things (e.g. consultant episode)
- Persuaded supplier to change system
- Improves data completeness and hence data quality (e.g. dentist codes)
- PAS design needs to help user get it right

# Requirements for a joined-up approach

- Good clinical coding department
- Clever analysts with the right tools
- Keen doctors – culture of learning and improvement in the Trust
- Curiosity
- Humility from everyone
- All in room at same time

# Good clinical coding department

- Service Manager well respected by clinicians
- Trained trainer – staff get ACC
- Trained auditor
- Links with analysts and clinicians

# Clever analysts with right tools

- Numerate graduates
- Logical, with attention to detail
- Well-designed data files (based on over 100 years' experience!)
- Right software (we use SPSS)
- Access to clinical coding expertise
- Curious to increase clinical knowledge

# Keen doctors

- Understanding of improvement theory
- Makes time to meet with coders and analysts
- Understands that the analyst has to ‘diagnose’ the question
- Be aware of difference between ‘initial thought’ and what can be produced
- Translates results to colleagues and facilitates clinician/coder engagement



# E.g. T&O 'returns to theatre' by consultant

- How to answer this from PAS data?
- Define index procedure (OPCS4)
- Return to theatre = 'theatre' procedure on date within X days of index proc.
- Operator code or consultant of FCE
- Iterative approach to specification
- Analyses used to improve rates

# Fundamentals

1. Communication
2. Cooperation
3. Rigour

Source: W. Edwards Deming

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Thank you – questions?