CHKS

Workshop 1: The importance of accurate data quality

CHKS Annual Conference 2013 Information is Power

19 November 2013

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www.chks.co.uk



Structure of workshop

Setting the scene

- The importance of data quality
- How good is our data?
- What are the issues?
- Tackling the issues
- Discussion/share our experiences
- How can we help?



Fundamental to the operation of a patientcentred NHS

High quality data will underpin the modernisation of our national health service, ensuring that it becomes truly patient-centred and clinically led, and which properly measures and improves the outcomes patients achieve.

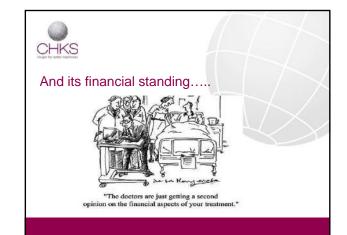
NHS England & HSCIC July 2013





Integral to the operational effectiveness of organisations

- Operational arrangements
- Performance management arrangements
- Governance arrangements
- Financial arrangements







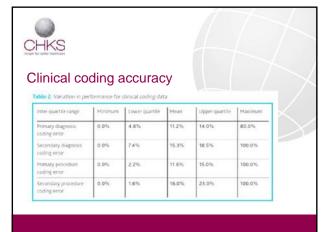




PbR Assurance Framework

- National programme operated by Capita/CHKS on behalf of DH (previously Audit Commission)
- Reviews accuracy of coding, outpatient, A&E & costing data
- Audit programme and benchmarking





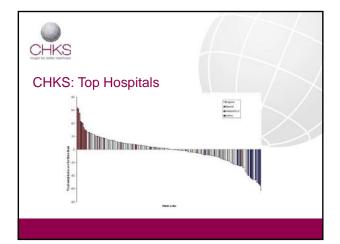
&E accura	су				
ble 4: Variation in per	formance for a	A&E investigation	s and treatr	nents	
inter quartile range	Minimum	Lower quartile	Mean	Upper quartile	Maximum
Investigations incorrect	0.0%	10.8%	24.8%	35.9%	82,5%
Treatments incorrect	1.2%	15.6%	33.0%	43.6%	86.1%

	Procedure error only 1650 Procedure error and other error (e.g. First/ follow-up) 150		
Fighte 7: Attendances with a procedure error compared to attendances with other errors ¹⁰ Error type Number of attendances with error Procedure error only 1650 Procedure error and other error (e.g. First/ follow-up) 150	Error type Number of attendances with error Procedure error only 1650 Procedure error and other error (e.g. First/ follow-up) 150		
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Procedure error only 1650 Procedure error and other error (e.g. First/ follow-up) 150	Procedure error only 1650 Procedure error and other error (e.g. First/ follow-up) 150	ble 7: Attendances with a procedure error compared to a	ttendances with other errors ^v
Procedure error and other error (e.g. First/ follow-up) 150	Procedure error and other error (e.g. First/ follow-up) 150	Error type	Number of attendances with error
		Procedure error only	1650
Other error only (e.g. First/ follow-up) 450	Other error only (e.g. First/ follow.up) 450	Procedure error and other error (e.g. First/ follow-up)	150
	,	Other error only (e.g. First/ follow-up)	450



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Data Item	National % Valid 2012/13	National % Valid 2011/12	Change from previous year	
NHS Number	99.3%	99.1%		
Patient Pathway	45.6%	40.6%		
Treatment Function	99.8%	99.6%		
Main Specialty	99.8%	99.7%	1	
Registered GP Practice	99.9%	99.7%	+	
	99.8%	99.9%	+	
Postcode				
Postcode PCT of Residence	98.7%	99.2%	+	
	98.7%	99.2%	No Change	
PCT of Residence			No Change No Change	
PCT of Residence Commissioner Code	99.8%	99.8%		
PCT of Residence Commissioner Code First Attendance	99.8%	99.8% 99.8%	No Change	
PCT of Residence Commissioner Code First Attendance Attendance Indicator	99.8% 99.8% 99.8%	99.8% 99.8% 99.8%	No Change	
PCT of Residence Commissioner Code First Attendance Attendance Indicator Referral Source	99.8% 99.8% 99.8% 99.8% 98.9%	99.8% 99.8% 99.8% 98.4%	No Change	
PCT of Residence Commissioner Code First Attendance Attendance Indicator Referral Source Referral Received Date	99.8% 99.8% 99.8% 98.9% 98.9% 95.7%	99.8% 99.8% 99.8% 98.4% 93.4%	No Change No Change	
PCT of Residence Commissioner Code First Attendance Attendance Indicator Referral Source Referral Received Date Attendance Outcome	99.8% 99.8% 99.8% 98.9% 95.7% 99.0%	99.8% 99.8% 99.8% 98.4% 93.4% 99.0%	No Change No Change	
PCT of Residence Commissioner Code First Attendance Attendance Indicator Referral Source Referral Roceved Date Attendance Outcome Photity Type	99.8% 99.8% 99.8% 98.8% 95.7% 99.0% 99.0%	99.8% 99.8% 99.8% 93.4% 93.4% 99.0% 97.0%	No Change No Change	

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	1.0000000000000000000000000000000000000	1000	Distance and	
Data Item	National %	National %	Change from	
	Valid 2012/13	Valid 2011/12	previous year	
NHS Number	95.1%	93.6%	1	
Registered GP Practice	99.8%	99.4%	1	
Postcode	99.8%	99.8%	No Change	
PCT of Residence	97.7%	98.4%	1	
Commissioner Code	99.4%	99.8%	4	
Attendance Disposal	99.3%	99.5%	+	
Patient Group	95.1%	95.0%	1	
	95.4%	94.8%	+	
First Investigation	93.6%	91,9%	1	
First Investigation First Treatment		98.2%	+	
First Treatment				
First Treatment Conclusion Time	98.7%			
First Treatment Conclusion Time Departure Time	99.8%	99.6%		
First Treatment Conclusion Time		99.6% 96.4% 96.4%		









How are you improving data quality?

Transparency initiatives, record keeping standards, performance management, clinical engagement, SNOMED CT, audit programmes, dashboards, accountability, using technology





How can we help?

- Data quality reporting, monitoring and benchmarking
- Process reviews
- Clinical engagement and validation
- Records accreditation
- Audit & assurance

