**CHKS**

Workshop 1: The importance of accurate data quality

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*Information is Power*

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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?**

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Fundamental to the operation of a patient-centred 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*

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Access and quality of care

Hospital subject to probe over cancer waiting times

Last updated Thu 14 Nov 2013

Health · Colchester Hospital

Welcome to
Colchester General Hospital **NHS**

## Slide 1

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### Integral to the operational effectiveness of organisations

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

## Slide 2

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### And its financial standing…..



"The doctors are just getting a second opinion on the financial aspects of your treatment."

## Slide 3

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### a real life example…..

| | Trust coding and price | Auditor coding and price |
|---|---|---|
| Diagnosis 1 | R15X - Faecal incontinence | R15X - Faecal incontinence |
| Diagnosis 2 | Z720 - Tobacco use | Z720 - Tobacco use |
| Procedure 1 | A488 - Other specified operations on spinal cord | A483 - Insertion of neurostimulator adjacent to spinal cord |
| Procedure 2 | Y705 - Temporary operations | Y705 - Temporary operations |
| Procedure 3 | | Z112 - Sacral nerve |
| HRG / Price (HRG4) | AB04Z - Major Pain Procedures (£1,108) | AB01Z - Complex Neurosurgical Pain Procedures (£6,290) |

## Slide 4

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### Key to effective commissioning & contracting of services

- Commissioning pathways, integration & quality services
- Outcome and quality monitoring
- Value for money

## How good is our data?



## 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

## Overall accuracy

| Area audited | Percentage of trusts reviewed | Average error rate affecting price | Average net financial error rate[5] |
|---|---|---|---|
| Admitted patient care | 78% | 8.0% | 0.3% |
| Accident and emergency | 34% | 16.4% | 2.9% |
| Outpatient | 28% | 9.8% | -1.4% |

## Clinical coding accuracy

Table 2. Variation in performance for clinical coding data

| Inter quartile range | Minimum | Lower quartile | Mean | Upper quartile | Maximum |
|---|---|---|---|---|---|
| Primary diagnosis coding error | 0.0% | 4.8% | 11.2% | 14.0% | 80.0% |
| Secondary diagnosis coding error | 0.0% | 7.4% | 15.3% | 18.5% | 100.0% |
| Primary procedure coding error | 0.0% | 2.2% | 11.8% | 15.0% | 100.0% |
| Secondary procedure coding error | 0.0% | 1.6% | 16.0% | 23.0% | 100.0% |

## A&E accuracy

**Table 4:** *Variation in performance for A&E investigations and treatments*

| 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% |

## Outpatient accuracy

**Table 7:** *Attendances with a procedure error compared to attendances with other errors*

| Error type | Number of attendances with error |
|---|---|
| Procedure error only | 1650 |
| Procedure error and other error (e.g. First/ follow-up) | 150 |
| Other error only (e.g. First/ follow-up) | 450 |

## HSCIC: APC validity

| Data Item | National % Valid 2012/13 | National % Valid 2011/12 | Change from previous year |
|---|---|---|---|
| NHS Number | 99.1% | 98.9% | ↑ |
| Patient Pathway | 56.7% | 51.0% | ↑ |
| Treatment Function | 99.8% | 100.0% | ↓ |
| Main Specialty | 100.0% | 99.9% | ↑ |
| Registered GP Practice | 99.9% | 99.9% | No Change |
| Postcode | 99.9% | 99.9% | No Change |
| PCT of Residence | 98.6% | 99.1% | ↓ |
| Commissioner Code | 99.6% | 99.9% | ↓ |
| Primary Diagnosis | 99.3% | 99.3% | No Change |
| Primary Procedure | 99.9% | 99.9% | No Change |
| Ethnic Category | 98.3% | 98.3% | No Change |
| Site of Treatment | 96.4% | 93.1% | ↑ |
| HRG4 | 99.0% | 98.9% | ↑ |

## HSCIC: OP Validity

| 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% | ↑ |
| Registered GP Practice | 99.9% | 99.7% | ↓ |
| Postcode | 99.8% | 99.9% | ↓ |
| PCT of Residence | 98.7% | 99.2% | ↓ |
| Commissioner Code | 99.8% | 99.8% | No Change |
| First Attendance | 99.8% | 99.8% | No Change |
| Attendance Indicator | 99.8% | 99.8% | No Change |
| Referral Source | 98.9% | 98.4% | ↑ |
| Referral Received Date | 95.7% | 93.4% | ↑ |
| Attendance Outcome | 99.0% | 99.0% | No Change |
| Priority Type | 97.4% | 97.0% | ↑ |
| OP Primary Procedure | 99.5% | 99.3% | ↑ |
| Site of Treatment | 98.3% | 93.8% | ↑ |
| HRG4 | 99.3% | 99.2% | ↑ |

## HSCIC: A&E Validity

| Data Item | National % Valid 2012/13 | National % Valid 2011/12 | Change from previous year |
|---|---|---|---|
| NHS Number | 95.1% | 93.6% | ↑ |
| Registered GP Practice | 99.8% | 99.4% | ↑ |
| Postcode | 99.8% | 99.8% | No Change |
| PCT of Residence | 97.7% | 98.4% | ↓ |
| Commissioner Code | 99.4% | 99.8% | ↓ |
| Attendance Disposal | 99.3% | 99.5% | ↓ |
| Patient Group | 95.1% | 95.0% | ↑ |
| First Investigation | 95.4% | 94.8% | ↑ |
| First Treatment | 93.6% | 91.9% | ↑ |
| Conclusion Time | 98.7% | 98.2% | ↑ |
| Departure Time | 99.8% | 99.6% | ↑ |
| Department Type | 98.8% | 96.4% | ↑ |
| HRG4 | 97.0% | 96.4% | ↑ |

## CHKS: Top Hospitals

## CHKS: DQ Dashboards

## Issues which affect data quality

- Governance and accountability
- Records and record keeping
- Data entry
- Clinical use and validation
- Accessibility
- Audit
- Monitoring

Any others?

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### How are you improving data quality?

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

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### Is this the future?



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### How can we help?

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

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