

Lightening the administrative load with remote clinical coding

Create more time for treating patients with remote data processing support



As a healthcare provider, you're passionate about your team using their skills and experience to give people the care they need – especially those who are the most vulnerable.

High quality clinically coded data about the acute health care that people receive is vital for understanding service quality and where health providers need to improve their performance. It is even more important now, more than ever before for providing insight into the condition of discharged patients and the cause of deaths.

Reducing your administrative space to create capacity for potential waves of covid-19 and still keeping high quality clinical coding data is challenging.

Capita is uniquely placed to help with our remote clinical coding service, which enables healthcare professionals to spend less time on administration and more time on delivering vital clinical services.

Our team of Accredited Clinical Coders and accredited contract coders are available immediately to strengthen in-house clinical coding teams and help them to maintain the flow of high-quality data into hospital systems and out into NHS Digital in SUS returns.

They access an acute healthcare provider's clinical records remotely and securely, using pre-defined remote access processes and encrypted devices, and code the data. This means:

- coding is performed remotely
- existing coding teams are strengthened
- the quality of data is improved
- there is peace of mind that data flow is being maintained consistently
- valuable time is freed up for treating patients
- administrative backlogs do not build up

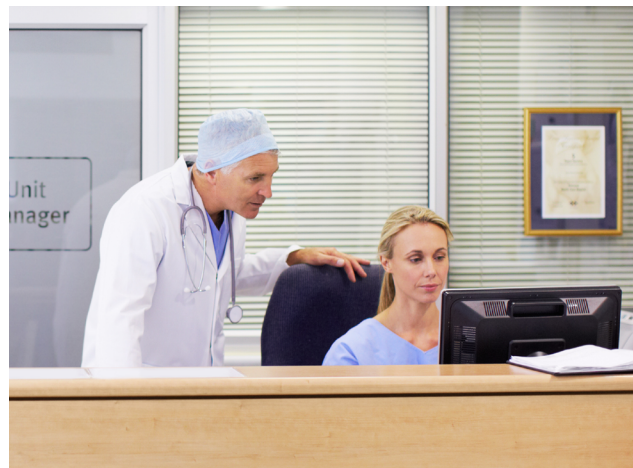
Our fully digital remote clinical coding service is:

- compatible with all systems
- based on healthcare providers' requirements
- easy and quick to deploy
- suitable for any organisation with an EPR or scanned patient records
- flexible – can be deployed as a short- or long-term solution

Transformative restoration and recovery

When you are under pressure to deliver volumes of data accurately to transform, restore and recover vital services at speed, remote clinical coding from Capita will help.

Our accredited clinical coding team access your records remotely and securely, using pre-defined processes and encrypted devices, and code your data directly into your systems. So, you spend less time on administration, less time recruiting and managing contractors and staff, and more time on delivering vital health services.



Why we're uniquely placed to help

- We're the largest independent supplier of clinical coding services to the NHS and private providers
- We code more than 350,000 patient care episodes each year
- Our team of highly experienced NHS coders deliver a huge range of complex medical and surgical coding for private hospitals, coded and audited to NHS standards
- Our clinical coding routinely achieves DPST Advisory level

Case study

How a remote clinical coding service has strengthened coding department stability and reduced contractor costs at Doncaster and Bassetlaw Teaching Hospitals NHS FT

Summary

Doncaster and Bassetlaw Teaching Hospitals NHS FT is one of Yorkshire's leading acute trusts, serving a population of more than 420,000 across South Yorkshire, North Nottinghamshire and the surrounding areas. Hosting three main hospital sites and a number of additional services, the trust employs over 6,000 members of staff. Prior to outsourcing, the trust was facing a significant challenge in maintaining a full workforce of full-time accredited clinical coders, which meant it was relying on expensive contractors. CHKS, part of Capita plc, now provides a remote clinical coding service that helps the trust fulfil its coding needs.

Acting as part of the trust

A shortfall in the market place, of experienced/ accredited clinical coders, had led to the Trust to piloting for a year the outsourcing of some coding to another company. At the end of 2017, the Trust entered into a three- to five-year contract with CHKS. The mobilisation from contract award to coding was quick and robust data quality processes were in from the start.

The team of coders at CHKS works in collaboration with the trust's in-house coding team to deliver coding services for inpatient episodes of care. CHKS coders access a combination of scanned records and electronic systems and are able to code directly into the trust's encoder system.

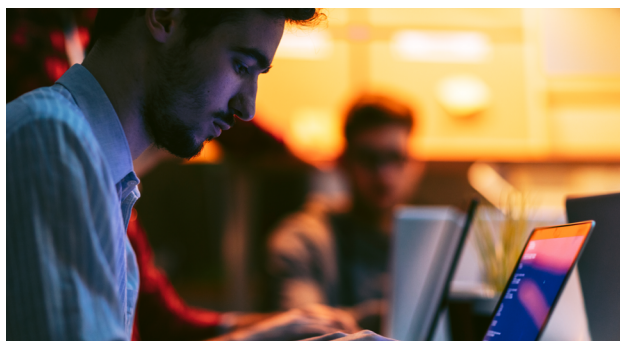
The CHKS team's ability to act as part of the trust's team is key to the success and efficiency of the partnership. Tracy Crookes, Head of Applied Information at the trust, says: "The excellent communication and service delivery means we trust the satellite coding team to deliver as if they were part of the clinical coding team."

Enabling greater financial certainty

The service-level agreement contains key performance indicators relating to clinical coding accuracy, including 100 per cent of coding completed within five working days. Tracy says: "The service gives us excellent support with KPIs, showing that CHKS coders attain a high coding accuracy and 100 per cent timeliness."

Tracy says the trust and CHKS have developed a "strong partnership", with regular meetings and monthly audits ensuring continual smooth working. This partnership has enabled costs savings and greater financial certainty over cost of clinical coding, as well as securing income through accurate and timely coding.

This carries other benefits too, says Tracy. "This has also allowed the Clinical Coding Service Manager to focus on more complex coding and on supporting our in-house coders. We are also working on an exciting project with CHKS to look at auto coding for endoscopy which will provide additional value and business benefits."



To discuss how we can look after the back office while you focus on the front line, please contact healthcaredecisions@capita.com

Find out more about how Capita's solutions are supporting society during the current health crisis at www.capita.com