

Using data quality improvements to increase engagement and raise organisational awareness of costing information



Background

Buckinghamshire Healthcare NHS Trust

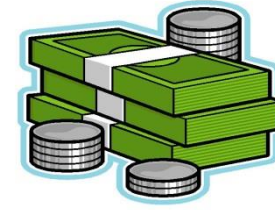
- Integrated Acute and Community Trust
- 6,000 staff
- Pre Covid Activity levels
- 120k Inpatients attendances
- 93K A&E attendances
- 550k Outpatients attendances
- 600k Community contacts

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SLR/PLICS



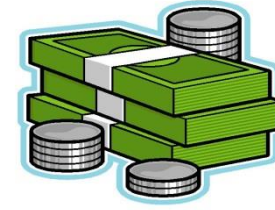
- Have been producing SLR(Service Line Reporting) from PLICS(Patient Level Information and Costing System) for around 10 years
- Implemented current costing system Usercost towards the end of 2016/17
- Run quarterly PLICS/SLR reporting and annual National cost collection

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SLR/PLICS Issues

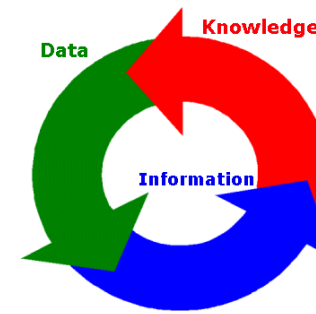


- Lack of clinical engagement
- Limited senior buy in
- Disparate information systems, with no central coordination
- Data quality and validity of underlying information used for costing

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Data Quality



- Chance to check data throughout the year
- Build up relationships with departments supplying data, regular feedback
- Identifying potential income opportunities
- Improve data quality which increases accuracy of PLICS
- Increased engagement and buy in as greater understanding of data sources

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Costing User group

- Opportunity to raise awareness of data quality issues across the Trust
- Improve Clinical engagement
- Representatives from clinical and non clinical areas
- Maintain issues log and work with colleagues to try and resolve
- More buy in across organisation as greater understanding of data sources and issues



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Costing User group

- Deep Dive reports high level review of services using costing information
- Raising awareness of Model Hospital and other benchmarking tools available to help identify opportunities
- Quick wins – coding of certain types of activity, setting up processes with DQ and Corporate Apps teams to ensure patient activity recorded appropriately
- Engagement with community services and involvement in their user group

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Costing Development



- Sharing Knowledge
- Supportive costing network
- Pick up tips from other users
- Benefits – identifying clinical and costing variations
- 5 Year Costing Strategy

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Provides More Reliable Costing Information For Local Use



- Benchmarking
- Supporting Divisions and QI Team with costing.
- Business cases
- Working with service to understand activity and costs of service provision

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Questions ?

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