Lightening the administrative load with remote clinical coding

Create more time for treating patients with remote data processing support

Capita

Providing data about patient care is mandatory, but it has become a challenge with the current health crisis when there are more people needing treatment but fewer staff available to treat them.

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 during the COVID-19 pandemic for providing insight into the condition of discharged patients and the cause of deaths.

But the pandemic is putting pressure on healthcare providers' ability to keep high quality data flowing from their hospital systems into the NHS's secondary care reporting (SUS) system, because fewer staff are available to code.

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

Taking the strain in a crisis

Our remote clinical coding service enables healthcare providers to provide patient care data at a time when they are short of time and staff to gather and process it. At the same time, it reduces administrative costs, enhances the data's quality and accuracy, and gives healthcare providers peace of mind that they are remaining compliant when they need to focus on treating patients more than ever.

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 helps to share the clinical coding burden and reduce administrative costs

Summary

A leading teaching hospital in the north of England was facing a significant challenge in maintaining a full workforce of full-time accredited clinical coders, which meant it was relying on expensive contractors. Capita now provides a remote clinical coding service that helps to share the clinical coding burden and fulfils the trust's coding needs.
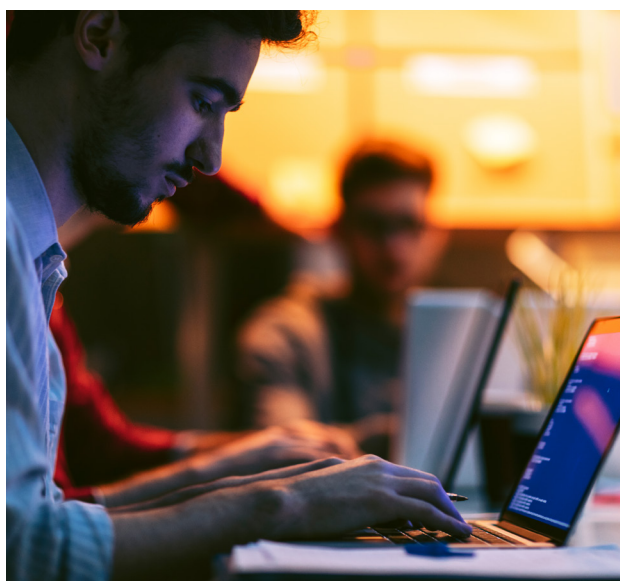
Avoiding reliance on contract coders with secure remote access

The shortfall of clinical coders and consequent reliance on contract coders was pushing the trust significantly over budget. At the end of 2017 the trust began a three- to five-year contract with CHKS, Capita's healthcare intelligence and improvement experts. The mobilisation from contract award to coding was quick and robust data quality processes were in place from the start.

The team of coders at Capita now works in collaboration with the trust's in-house coding team to deliver coding services for inpatient episodes of care. Capita coders securely access a combination of scanned records and electronic systems and code directly into the trust's encoder system. The Capita team's ability to act as part of the trust's team is key to the success and effectiveness of the partnership.

Delivering 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. The trust and Capita 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 the cost of clinical coding, as well as securing income through accurate and timely coding.

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**