

SUMMARY OF ACTION PLAN TO ACHIEVE FULL COMPLIANCE WITH PART 4 OF THE PRIVATE HEALTHCARE MARKET INVESTIGATION ORDER 2014

Measure	Milestones in [8 th July 2024]	Milestones in [August 2024]	Milestones in [September 2024]	Milestones in [October 2024]	Milestones in [November 2024]	Milestones in [December 2024]	Date of full compliance
Volume After attending PHIN webinar and follow up teams meeting with PHIN last week we devised this action plan.	To correct already reported PHIN data for year 2023. We require diagnostic and Procedure codes, awaiting Megan from PHIN to	Start collecting data for ALL private patient episode that we perform in CFS.Data will be collected for December 2023- March 2024- submission	Collecting data for ALL procedures that we performed in the current month. The aim is to fill patients volumes in the real time	Collecting data for ALL procedures that we performed in the current month. The aim is to fill patients volumes in the real time and evaluate cause of any gaps in data	Collecting data for ALL procedures that we performed in the current month. The aim is to fill patients volumes in the real time and ensure it matches recorded	Collecting data for ALL procedures that we performed in the current month. The aim is to fill patients volumes in the real time accurately	Monday 9 th December 2024

	<p>send us coding guides</p> <p>Investigate clinical coding training for key staff and sign up if appropriate</p>	<p>date is 6th August 2024</p>			<p>hospital episodes</p>		
<p>Length of stay</p>	<p>Admitted patient care -coding to be sent by PHIN -email sent to her on 8th and 9th July. All episodes are day case only</p>	<p>Surgical Coordinator in our organization will submit figures from December 2023 to March 2024 by the 6th August 2024.</p>	<p>The plan is to fill this data in the real time as it will be easier to manage. We will create a process flow and SOP on completing PHIN datasets</p>	<p>The plan is to fill this data in the real time as it will be easier to manage. We will create a process chart and SOP on completing PHIN datasets .We will aim to complete SOP and process</p>	<p>SOP and process flow completed in this month</p>	<p>Fully compliant with PHIN dataset requirements</p>	<p>Monday 9th December 2024</p>

				flow in next 3 months			
Adverse events	Ensure that null return form has been completed. ensure compliance for the months when we did NOT have adverse events reported. Corrected data was resubmitted to PHIN following teams call with Megan from PHIN	We will be using our current Daily Reports feedback system to record accurately all Adverse incidents at the same time as Volumes and LOS	We will be using our current Daily Reports feedback system to record accurately all Adverse incidents at the same time as Volumes and LOS	We will be using our current Daily Reports feedback system to record accurately all Adverse incidents at the same time as Volumes and LOS	We will be using our current Daily Reports feedback system to record accurately all Adverse incidents at the same time as Volumes and LOS	We will be using our current Daily Reports feedback system to record accurately all Adverse incidents at the same time as Volumes and LOS	Monday 9 th December 2024. Our team will be confident to complete required dataset.

Patient feedback	A new process to be agreed with staff who collect feedback data to ensure it is collected robustly and submitted into the PHIN portal. We are looking at the “ I want great care” website to enrol and use data collection service	Sign up with I want great care and review number of feedback questionnaire collected. Process agreed and put in place.	Evaluate returns and ensure this is being fed into Phin portal	Evaluate returns and ensure this is being fed into Phin portal	Evaluate returns and ensure this is being fed into Phin portal	Evaluate returns and ensure this is being fed into Phin portal	Monday 9 th December 2024
Health outcome measures	CATQUEST x7- we re-submitted CATQUEST	CATQUEST x7- will be collected for the each	CATQUEST x7- will be collected for the each	Aim is to collect 3 CATQUESTs	Aim is to collect 3 CATQUESTs	Reporting 7 CATQUEST measures per quarter	Monday 9 th December 2024

	<p>responses from January 2023-December 2024 on 8th July 2024</p>	<p>quarter. Next submission is due by 6th August 2024. Marketing and Business team in our organization will keep oversight. The aim is to follow up/oversee as a team weekly on CATQUEST responses numbers to ensure that we receive number of required responses for each quarter</p>	<p>quarter. Marketing and Business team will lead on this. The aim is to include this in our Growth score Matrix reporting which we are currently developing within the organization</p>	<p>from patients each month</p>	<p>from patients each month</p>	<p>as per PHIN requirement</p>	
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Clinical coding	Consider using external coding service, or training existing key staff. We are still exploring what clinical coding we need to report – will ask PHIN to assist us with finding out more	Searching for external coding services and for us to have knowledge of what clinical coding we need to report on through PHIN data	Searching for external coding services and for us to have knowledge of what clinical coding we need to report on through PHIN data	Searching for external coding services and for us to have knowledge of what clinical coding we need to report on through PHIN data	Hoping that by this month we acquired clinical coding services and have proficient knowledge with the organization about our coding reporting for PHIN	Clinical coding in place and we are compliant	Monday 9 th December 2024
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