

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

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

	send us	date is 6 th			hospital		
	coding	August 2024			episodes		
	guides	3			'		
	Investigate						
	clinical						
	coding						
	training for						
	key staff and						
	sign up if						
	appropriate						
Length of stay	Admitted	Surgical	The plan is	The plan is to	SOP and	Fully	Monday 9 th
	patient care	Coordinator	to fill this	fill this data in	process flow	compliant	December
	-coding to	in our	data in the	the real time	completed in	with PHIN	2024
	be sent by	organization	real time as	as it will be	this month	dataset	
	PHIN -email	will submit	it will be	easier to		requirements	
	sent to her	figures from	easier to	manage. We			
	on 8 th and	December	manage.	will create a			
	9 th July. All	2023 to	We will	process chart			
	episodes	March 2024	create a	and SOP on			
	are day case	by the 6 th	process flow	completing			
	only	August 2024.	and SOP on	PHIN datasets			
			completing	.We will aim to			
			PHIN	complete SOP			
			datasets	and process			
				-			

				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	Sign up with I	Evaluate	Evaluate	Evaluate	Evaluate	Monday 9 th
	process to	want great	returns and	returns and	returns and	returns and	December
	be agreed	care and	ensure this	ensure this is	ensure this is	ensure this	2024
	with staff	review	is being fed	being fed into	being fed into	is being fed	
	who collect	number of	into Phin	Phin portal	Phin portal	into Phin	
	feedback	feedback	portal			portal	
	data to	questionnaire					
	ensure it is	collected.					
	collected						
	robustly and	Process					
	submitted	agreed and					
	into the	put in place.					
	PHIN portal.						
	We are						
	looking at						
	the " I want						
	great care"						
	website to						
	enrol and						
	use data						
	collection						
	service						
	0.17011505	0.4.7.0.1.5.0.7	0.4.701.15.5				a de la costa
Health outcome	CATQUEST	CATQUEST	CATQUEST	Aim is to	Aim is to	Reporting 7	Monday 9 th
measures	x7- we re-	x7- will be	x7- will be	collect 3	collect 3	CATQUEST	December
	submitted	collected for	collected for	CATQUESTs	CATQUESTs	measures	2024
	CATQUEST	the each	the each			per quarter	

resp	ponses quarter. Next	responses	quarter.	from patients	from patients	as per PHIN	
from	n submission is	from	Marketing	each month	each month	requirement	
Janu	uary due by 6 th	January	and				
2023	23- August 2024.	2023-	Business				
Dec	cember Marketing	December	team will				
2024	4 on 8 th and Business	2024 on 8 th	lead on this.				
July	/ 2024 team in our	July 2024	The aim is				
	organization		to include				
	will keep		this in our				
	oversight.		Growth				
	The aim is to		score Matrix				
	follow up/		reporting				
	oversee as a		which we				
	team weekly		are currently				
	on		developing				
	CATQUEST		within the				
	responses		organization				
	numbers to						
	ensure that						
	we receive						
	number of						
	required						
	responses for						
	each quarter						

Clinical coding	Consider	Searching for	Searching	Searching for	Hoping that by	Clinical	Monday 9 th
	using	external	for external	external	this month we	coding in	December
	external	coding	coding	coding	acquired	place and	2024
	coding	services and	services	services and	clinical coding	we are	
	service, or	for us to have	and for us	for us to have	services and	compliant	
	training	knowledge of	to have	knowledge of	have proficient		
	existing key	what clinical	knowledge	what clinical	knowledge		
	staff. We are	coding we	of what	coding we	witih the		
	still	need to	clinical	need to report	organization		
	exploring	report on	coding we	on through	about our		
	what clinical	through PHIN	need to	PHIN data	coding		
	coding we	data	report on		reporting for		
	need to		through		PHIN		
	report – will		PHIN data				
	ask PHIN to						
	assist us						
	with finding						
	out more						