

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

Measure	Milestones in July	Milestones in August	Milestones in September	Milestones in November	Milestones in December	Milestones in January	Date of full compliance
Volume	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	N/A
Length of stay	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	N/A
Adverse events	July - BI team to resolve errors in the current submissions. This includes contacting PHIN for support	August – BI Team to resolve AE submissions	Sept – ESTH to be fully compliant with AE submissions	Month 3 continued	Month 3 continued	Month 3 continued	November 2024
Patient feedback	July - PHIN to forward to ESTH details of 'I want great care' to resolve PF submissions	July/August – Meeting to be set up with 'IWGC' for understanding and implementation of system.	Aug/Sept– Set up of IWGC system to ESTH	Sept/Nov – Set up of IWGC system to ESTH	Month 4 continued	Month 4 continued	November 2024

Health outcome measures	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant
Clinical coding	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant	Compliant