

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

Measure	Milestones in August	Milestones in September	Milestones in October	Milestones in November	Milestones in December	Date of full compliance
Volume	Review – even though not set as an action					NA
Length of stay	Review – even though not set as an action					NA
Adverse events	Complete forms for user access to the portal. Commencement of collection of information relating to any adverse event information on discharge	Make all related staff aware of the need for this information. Create SOP and disseminate as required. Begin to upload to the portal	Review submissions for compliance. Continue collation and remind staff	Review submissions for compliance. Continue collation and remind staff	Review submissions for compliance. Continue collation and remind staff	31/12/2024

Patient feedback	Complete forms for user access to the portal. Create feedback forms for PP admissions & SOP for collection	Commence collating feedback from PPs at discharge Begin to upload to the portal	At least 50% compliance of completion of these feedback forms – continue to review and action as required.	At least 75% compliance of completion of these feedback forms	100% compliance	31/12/2024
Health outcome measures	Complete forms for user access to the portal. Review process for collection of PROMS	Produce amended SOP to ensure full compliance Begin to upload to the portal	At least 50% compliance to be achieved	At least 75% compliance to be achieved	100% compliance	31/12/2024
Clinical coding	Review – even though not set as an action					NA