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

Measure	Milestones in December 2024	Milestones in January 2025	Milestones in February 2025	Milestones in March 2025	Milestones in April 2025	Milestones in May 2025	Date of full compliance
Volume	Work with EMR software provider to pull correct data	Compile and submit data from December 2024	Compile and submit data from January 2025	Compile and submit data from February 2025	Compile and submit data from March 2025	Compile and submit data from April 2025	30th June 2025
Length of stay	N/a – We are a day case only hospital.						
Adverse events	Work with EMR software provider to pull correct data	Compile and submit data from December 2024	Compile and submit data from January 2025	Compile and submit data from February 2025	Compile and submit data from March 2025	Compile and submit data from April 2025	30th June 2025
Patient feedback	Feedback forms created into EMR	Compile and submit data from	Compile and submit data	Compile and submit data from	Compile and submit data	Compile and submit data	30th June 2025 or until

	system and automatically sent to patients	December 2024	from January 2025	February 2025	from March 2025	from April 2025	30 responses
Health outcome measures	QPROM questionnaires were created and automatically sent to patients starting 11th November 2024	Submit completed Pre/Post of QPROMs from November	Compile and submit data from January 2025	Compile and submit data from February 2025	Compile and submit data from March 2025	Compile and submit data from April 2025	December 2025 due to length of time between procedure and full discharge of care.
Clinical coding	Load appropriate codes into EMR system and train staff on correct coding for all future appointments	monitor and audit coding. Attempt to submit December 2024	Compile and submit data from Dec 2024/January 2025	Compile and submit data from February 2025	Compile and submit data from March 2025	Compile and submit data from April 2025	30th June 2025