



IQVIA Healthcare and Clinical Coding Analytics

Service Definition

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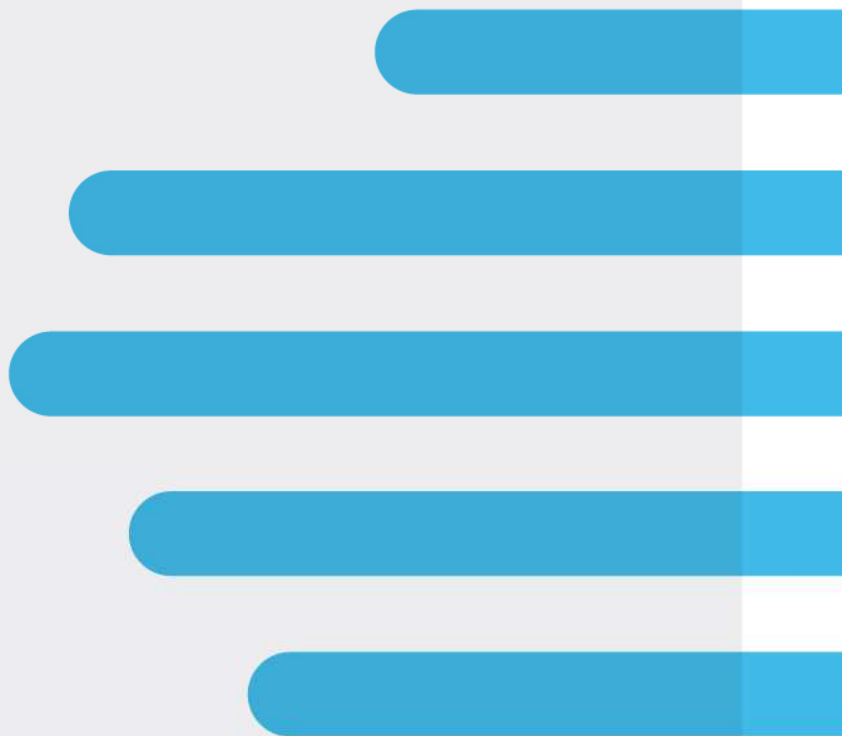


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SERVICE DEFINITION

Clinical Coding Analytics service provides you with robust data quality insights that aid financial planning and supporting service delivery. Identification of high resource and rising risk patients to support an integrated care model to population health management. We present our findings in advance, within days of your initial request so you can assess the value before engaging the service. Our services are split as follows:

- **IQVIA Impact: Identify high-resource patients to create a more Integrated Care Model, reducing both admissions and discharge delays**

We categorise and assess patients to clarify the effects of issues such as repeated infections/falls, in-stay deterioration, and themes such as Heart Conditions to MI etc. Our findings help anticipate, plan improvements and deliver the right level of care for these patients, and are supported by a deep level of patient detail.

IQVIA Impact signposts the next group of high resource and rising risk patients in the trust, helping identify their needs and optimal care setting.

- **IQVIA Code Review: Enhance your trust's coding quality, performance, and income**

Our code reviews are user-friendly and easy to read, requiring minimal input from busy clinical coding departments. Each file is verified by our in-house clinical coding auditor. The reviews quickly highlight the key areas to improve data quality and therefore performance, income, and costing.

- **IQVIA Engage: quickly and easily identify areas for improvement in a wide range of situations**

Our powerful analysis will help improve data quality, income, and costing through the construction of HRG4+. The high-level analysis, supported by individual patient detail, includes emergency readmissions, outpatients, tariff issues, mortality, and SHMI factors influenced by clinical coding. IQVIA Engage users range from ward to board: clinicians, finance, coders, business intelligence, and management.

- **Clinical Coding Audit: Data Security and Protection Toolkit (DSPT)/ Information Governance (IG) Clinical Coding Audit**

The IQVIA DSPT/IG audit is designed to check that national clinical coding standards are being adhered to by the organisation and that best practice is being maintained. It provides an unbiased overview of the clinical coded data and can be used to evidence compliance with DSPT Standard 1 Personal Confidential Data.

The clinical coding audit will be conducted by two Approved Clinical Coding Auditors applying the relevant version Clinical Coding Audit Methodology and Code of Conduct.

A Pre and Post Audit meeting will be arranged with both auditors being present. At the Post Audit meeting we will provide initial verbal feedback to the commissioner and answer any concerns.

A draft version of the clinical coding audit report will be submitted within two weeks of the audit completion for review and comment by the commissioner. It will contain general findings conclusions and recommendations as a minimum.

Next steps to follow up on audit recommendations.

Authoring and delivery of bespoke training to help accommodate any specific training related recommendations made during the course of the clinical coding audit process (if applicable).

Follow up clinical coding audit date agreed to ascertain progress against any recommendations and check for improvement to data quality.

- **Clinical Coding Training**

Often, one recommendation from a clinical coding audit report would be that members of the coding team receive additional/ specialty training.

In order to help ensure this gap is bridged IQVIA can author a bespoke training session based on national clinical coding standards to cover any areas identified during the clinical coding audit process. Such a course can be authored and either delivered by a member of the IQVIA Clinical Coding Analytics team, who is also an approved experienced trainer, or delivered by the organisation's own trainer, where they have one in-house.

Training and support can also be offered to support new trainees and any accredited clinical coder who would like to become an approved clinical coding auditor/trainer.

Contact IQVIA

For further information about this service please contact us at:

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