

PICQ Service Definition Document

Performance Indicators for Quality Coding

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Beamtree

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Introduction to PICQ®

What is PICQ®?

PICQ® is the industry standard for assessing and reporting on the accuracy and specificity of clinical coding data. A quality assessment tool, it uses more than 200 indicators to assess and measure coding accuracy against the ICD-10 classification. This enables benchmarking across hospitals and provides insights for coders, clinicians, and executives to improve the accuracy and completeness of reported activity.

PICQ® assesses coded data according to the ICD-10 classification rules, conventions, standards and instructional notes. PICQ® supports the learning and improvement of the coding workforce through continuous feedback, providing continuous real-time review, feedback, training and amendment of coded data. This reduces the costs of re-coding episodes, and training and education costs for staff. PICQ enables performance management to support the review of coding quality and amended coded-data quality.

Key Features and Benefits of PICQ® Include:

- **Revenue assurance:** enables monitoring of Health Resource Group (HRG) changes due to resolution of PICQ® indicators, new or modified documentation or internal auditing.
- **Data quality and accuracy:** identifies and prioritises actual and potential coding errors across hospital networks, hospitals and coders, finding specific records to review and correct.
- **Performance management & benchmarking:** benchmarking across hospitals and insights for coders, clinicians, and executives to improve the accuracy and completeness of reported activity.
- **Reports and dashboards:** provides insights to coders, managers and executives into coding trends and patterns, and areas to focus auditing and education to support coders and clinicians.
- **Coder education and support:** develops coder competency through real time feedback and built in instructions and links to the applicable standards
- **Automated data processing and workflow:** objectively assesses all coded episodes, improving workflow efficiencies by reducing the need to touch data multiple times.

PICQ® Indicators

PICQ® indicators assess coding compliance in terms of 4 degrees of severity and are categorised by 5 indicator types.

Table 1 – PICQ Indicator's Degree of Severity

Severity	Meaning	Measure
Fatal (F)	Coding is incorrect 100% of the time	Compliance with the classification
Warning 1 (W1)	Coding is incorrect 99% of the time	Compliance with the classification
Warning 2 (W2)	Coding is incorrect 60% of the time	Compliance with the classification
Relative (R)	The ratio of 'other' or 'unspecified' codes relative to the diagnosis of a given type	Specificity – displays the number of unspecified/other codes assigned compared to more specific codes within ICD-10 disease chapters

Table 2 – PICQ Indicator Types

Type	Definition	Meaning
Type 1	Edit	Codes or code combinations that should have been prevented by basic editing, such as the use of edits incorporated in ICD-10 reference (or library) files
Type 2	Completeness	Codes are missing
Type 3	Redundancy	Unnecessary codes are present
Type 4	Specificity	The use of 'other' or 'unspecified' codes or an incorrect code has been assigned
Type 5	Sequencing	Codes are not sequenced in according with classification standards and coding conventions

PICQ® Onboarding

Once a PICQ Software License and Services Agreement is signed by Beamtree and the client, the PICQ client onboarding process will commence.

Beamtree will provide the onboarding documentation package outlined below. PICQ Product Specialists and technical SMEs will provide a walk-through of all onboarding and product documentation, and will provide support to client teams on the technical set up of PICQ, including data extract development and submission protocol. Beamtree will manage initial user set-up and access permissions and will train end-users.

Table 3 - PICQ Client Onboarding Documentation Package

Document Title	Description	Format
PICQ Data Extract Specification	Guidance and specification for PICQ data extract including expected data fields, expected values and restrictions	PDF
PICQ Hospital Data Extract Sample	Sample excel file to demonstrate expected structure and format of PICQ data extract	Excel
PICQ Implementation Guide	Guidance document outlining and explaining the PICQ implementation and onboarding process	PDF
PICQ Privacy Impact Assessment	Report on most recent PICQ Data Protection Impact Assessment outlining privacy and security controls for the PICQ application and data.	PDF
PICQ Guide to Configuring Key-Based Authentication	Guidance document for configuring SSH RSA key pair and establishing secure file transfer protocol (SFTP) connection	PDF
Coder and Facility Data Collection Worksheet	Excel file for clients to provide details of organisational structure and end users	Excel

PICQ® Training and Education

During onboarding, Beamtree will provide PICQ training and education sessions and demonstrations for end-users in the use of the product for:

- Coders
- Coding Managers
- Hospital Managers and Executives

These sessions are provided both face-to-face and virtually. PICQ user guides, resources and product overview and tutorial videos will be provided to end-users as outlined below.

Table 4 – PICQ Training and Education Resources

Title	Description	Format
PICQ Overview Video	An overview and training video of PICQ including a demonstration of how to use the full product	MP4
PICQ Tutorial Videos	Shorter tutorial and demonstration videos of key features of PICQ	MP4
PICQ Training Slides	PICQ training slides to support the delivery of face-to-face and virtual training sessions with SMHS staff by our team	PPT / PDF
PICQ User Guide – Coders	A full user guide and reference manual for coding staff in how to use the PICQ application	PDF
PICQ – User Guide – Managers	A full user guide and reference manual for managers in how to use the PICQ application	PDF
PICQ FAQs	PICQ frequently asked questions	PDF

After Sales Support

Beamtree provides after sales support through a number of avenues:

- Regular Beamtree Account Manager engagement with client management.
- PICQ refresher training and demonstrations for staff, as required by an organisation for new starters, etc.
- Quarterly PICQ Product User Groups which provide demonstrations of new features, training, share best practices in use of PICQ and coding quality practices across peers, and discuss the PICQ product roadmap and user requirements.
- Product support as outlined in the support section below.

PICQ® Support

PICQ Support Process

Beamtree provides support for the PICQ application via telephone and via email to help@beamtree.com.au during the support hours specified below.

Support Hours

Beamtree provides access to Software Support Services during the following hours on Business Days (Support Hours):

Country	Monday-Friday
United Kingdom	09:00 – 17:00

Service Levels

The support levels described below will be applied for any problem or issue escalated through the defined support levels. The activities identified are the minimum required and may be supplemented by further actions during the course of the problem investigation in order to expedite a resolution.

- **First-level Support:** Beamtree will provide basic help desk services, and this will typically include initial call handling, call logging, assignment of call priority (Critical, Major, Minor and Limited) and queue placement and escalation to second-level support as required. This level will also include initial problem diagnostic services for identifying problems and generic application faults, analysis and if possible, problem resolution.
- **Second-level Support:** Beamtree will provide second-level support. Second-level Support will provide more detailed problem diagnostic services as well as any problem duplication for identifying complex problems and Licensed Software Defects that cannot be resolved by the first-level support. Second-level support includes the application of any Updates that the Licensee support is able to implement. Second-level support will also provide interface and escalation to third-level support as required.
- **Third-level Support:** At its own cost, Beamtree will engage a support specialist or third party, for product design problem analysis, and to formally escalate problems. Third-level Support will include provision of reasonable levels of technical assistance to the Second-Level Support organisations and timely delivery of Updates, patches or hot fixes and associated User Documentation.

The client will be given a Service Request number and will be provided with regular status and progress updates of client-escalated problems.

Service Request Classification

Beamtree defines four classifications of Service Requests. In order to classify a request, the client's technical contact will confirm with Beamtree the impact of the problem and recommend an appropriate classification. Where Beamtree and the client disagree on the classification of a particular problem, the client and Beamtree's primary technical contacts will undertake to work on the problem based on the client classification recommendation. In the case of a classification

disagreement, review of the classification will occur as a follow-up activity, prior to the final closure of the Service Request.

- **Critical Priority:** Service Requests that have been verified by Beamtree as problems affecting critical business functions, which cause major functionality to affect service for the client. There is no acceptable workaround.
- **Major Priority:** Service Requests that have been verified by Beamtree as problems affecting data corruption or prevents volumes of transactions from being processed or otherwise causes a major disruption to business operations, which cause major functionality to affect service for the client. There is an acceptable workaround that allows the client to restore service.
- **Minor Priority:** Service Requests that have been verified by Beamtree as causing particular features or functionality to be inoperative, but do not affect service for the client. There may or may not be an acceptable workaround.
- **Routine:** Service Requests that are verified by Beamtree as being cosmetic, minor or enhancements which will be considered for inclusion in future new releases or updates.

Software Defects and Enhancements

Beamtree will provide to the client corrections of defects in the PICQ application. Beamtree may provide periodic updates of the PICQ software that may incorporate:

- corrections of any defects;
- fixes of any minor bugs; and
- at the sole discretion of Beamtree, enhancements to the Licensed Software.

PICQ® Maintenance Windows

Beamtree may be required to perform maintenance operations for the PICQ software, which may affect the continuous operation or functioning of the PICQ software.

Beamtree will provide the client with at least 7 Business Days' prior written notice of the maintenance downtime, except when circumstances beyond the control of Beamtree prevent it from doing so.

Where there is an unforeseen outage of the PICQ software, Beamtree will notify the client via an email alert.

PICQ Updates and New Releases

Beamtree may make available updates and/or new releases for the PICQ software during the term of the agreement. All updates and releases will be communicated to clients via release notifications. For significant updates or changes, additional client training support such as explainer videos or demonstrations will be made available.

PICQ® Offboarding

The client offboarding process for PICQ is outlined below:

1. Client notifies Beamtree of intention to terminate contract by set date, including if a copy of the client's data stored by Beamtree is required or if destruction of all data is required.
2. Beamtree disables data ingestion for client organisation on agreed date, and secure keys are disabled.
3. Beamtree disables client access to application on agreed date, and creates a copy of data or deletes all data stored by Beamtree.
4. Data is provided to client via Secure File Transfer Protocol SFTP (if requested).
5. Attestation letter is provided to client confirming all data held by Beamtree has been deleted (where data is deleted) within 60 days of client deletion request.

Any additional requirements required by a client organisation at the end of the contract over and above the steps outlined above can be negotiated with Beamtree for an additional cost.

Data Destruction Attestation

Beamtree will confirm in a written attestation to the client organisation that it has complied with the request for data destruction and made all effort(s) to destroy or permanently delete the client's data from any media on which the client data is stored, all client data in the possession or control of Beamtree or any personnel or subcontractor as required by the agreement.

Access to Client Data stored within PICQ

On contract termination, where a client requests a copy of all their data held within the PICQ application, Beamtree shall within one month after termination or expiry of the agreement, provide the client with a file containing the client data that Beamtree has in its possession within the PICQ application (excluding metadata).