

# Measurement of total onsite Outpatient / Diagnostic Activity

## Consultant Contract 2008

### 1. Public Outpatient Department

The Monthly Report for each Consultant is forwarded to PMU with the following details:

- ☞ Clinic code
- ☞ Clinic Description
- ☞ Consultant
- ☞ Specialty
- ☞ Total Sessions
- ☞ Total New Attendances
- ☞ Total Review/Return Attendances
- ☞ Total New DNA's
- ☞ Total Review/Return DNA's

Example of current OPD Monthly Report

Inf - Notepad													
1	0	10	0	0	0	0	0	0	0	0	0	0	
3	12	202	9	59	0	105	1	16	2	22	0	10	
4	31	124	10	43	4	41	5	11	6	12	0	24	
4	29	101	22	39	0	0	0	13	6	24	0	0	
0	0	7	0	7	0	0	0	0	0	7	0	0	
0	0	0	0	0	0	0	0	0	0	0	0	0	
7	23	192	13	120	0	4	3	35	7	33	0	0	
13	13	133	7	74	0	0	2	20	4	37	0	0	
2	6	86	4	46	0	1	0	0	0	9	0	0	
2	2	49	2	30	0	0	1	0	0	19	0	0	
2	2	86	4	46	1	2	0	13	0	19	0	0	
2	2	11	1	23	0	0	0	0	0	1	0	0	
2	23	103	17	62	3	9	1	13	2	18	0	0	
1	12	98	8	72	0	4	1	17	1	10	0	0	
1	4	42	3	19	0	15	1	6	0	1	0	0	
1	1	41	0	32	0	0	1	0	1	0	0	0	
1	1	21	0	17	0	0	1	3	0	0	0	0	
1	3	8	0	2	0	0	0	0	0	0	0	0	
1	12	102	10	58	1	18	0	16	0	10	0	0	
1	31	109	19	72	1	13	9	14	2	10	0	0	
4	6	3	0	13	0	0	0	6	0	0	0	0	
2	5	41	3	29	0	0	0	0	2	4	0	0	
2	88	112	3	60	3	18	5	19	7	15	0	0	
4	110	169	39	92	61	54	4	12	6	11	14	0	
4	93	58	34	34	42	17	9	3	8	4	0	0	
4	20	141	9	90	2	22	2	15	0	14	0	0	
4	19	156	14	119	1	1	1	23	3	13	0	0	
4	90	128	73	74	33	41	8	8	4	5	0	0	
5	0	37	0	0	0	3	0	0	0	0	32	0	
5	18	149	11	102	0	3	3	23	4	21	0	0	
3	16	0	12	0	3	0	0	0	1	0	0	0	
4	0	71	0	43	0	0	0	10	0	0	0	0	
3	13	0	11	0	1	0	0	0	0	0	0	0	
4	29	0	29	3	0	0	0	0	0	0	0	0	
1	4	8	3	7	0	0	0	0	0	0	0	0	
3	12	35	9	30	0	1	2	6	1	1	0	0	
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466	2555	11764	1700	7255	329	1684	216	1143	256	1280	887	429	0
FOR AUGUST 2008 Consultant based Clinics													
TOTAL SESSIONS	BOOKINGS		ATTENDANCES		CANCELLATIONS-----				DNA'S		CAS	NOT REC	CHART REV
	NEW	OLD	NEW	OLD	NEW	HOSP	OLD	PAT	NEW	OLD			
4	12	216	9	63	0	105	1	0	2	22	5	10	0
10	0	145	0	116	0	2	0	0	0	12	0	0	0
5	3	118	1	76	0	28	0	0	0	2	0	0	0
5	75	224	75	171	0	0	0	0	0	23	75	0	0
4	37	77	25	61	2	4	4	0	6	4	3	0	0
5	0	116	0	12	0	0	0	0	0	0	1	1	0
6	74	344	37	280	0	0	0	0	0	0	204	0	0
12	142	169	91	56	6	52	27	0	18	10	0	38	0
1	0	11	0	8	0	6	0	0	0	1	0	0	0
6	13	149	5	92	0	1	2	0	3	12	0	21	0
11	83	296	49	162	7	58	15	0	12	30	0	1	0
4	28	3	29	3	0	0	0	0	0	0	0	0	0
5	6	102	4	58	0	8	0	0	2	23	3	0	0
1	10	93	0	65	0	1	0	0	3	17	0	0	0
12	116	387	88	296	2	7	12	0	14	71	22	0	0
0	0	0	0	0	0	0	0	0	0	0	0	0	0
4	0	168	0	121	0	23	0	0	0	10	0	0	0
3	0	57	0	33	0	14	0	0	0	1	0	0	0
4	4	60	4	40	0	18	0	0	0	1	4	0	0
8	91	343	83	244	3	19	1	0	3	35	70	1	0

The Data set banded on the above Report above for measurement of Total OPD on Public hospital campus is required in line Consultant Contract 2008, which requires measurement of the following:

## 2. Total Outpatient activity by Consultant in line with the Mutual Obligations as set out in Consultant Contract 2008

Template for Monthly Report to be completed and forwarded to Clinical Director/Employer:

Outpatient	Public		Private		Total	
	New	Return	New	Return	New	Return
Attendance						
Weighted Attendance						

***\*weighted attendance is calculated on a 3:1 ratio to return attendance as per guidelines to date***

Note: PAS link facilitates access to specific attendances at patient level (i.e. by chart number) through extract files.

### a) Measurement of Private OPD on Site activity

To be undertaken as per Guidance for Hospital Management, Clinical Directors and Consultants issued August 2008

#### Operational Implications

Collection of a similar data to that submitted to PMU for public patients with linked access to the Chart Number/ Patient Identifier Level

#### Issues to be addressed

- Data Protection issues to be resolved for the ICT solution
- Registration of Private out Patient Clinics on PAS (ICT Interface, new clinic set up, training etc)

### b) Interim Solution to enable immediate monitoring using manual processes

- Monthly Report on Private OPD Activity on site to be provided by the Consultant /Private Secretary;
- Public Hospital to ensure Chart (MRN) No's provided to the Consultant/private Secretary or provide Batches of Chart No's to the Consultant/Private Secretary in line with requirement for Common Registration;
- A single Medical Record for all Patients including Private Patients attending Private Out Patients Clinics on Site to be maintained;
- Consultant/Private Secretary to provide Clinic profile inclusive of the following details:
  - ☞ Day of week clinic operates,
  - ☞ Start Time / Finish Time,
  - ☞ Number of Clinic Slots and Start and Finish time of each slot,
  - ☞ Category of patient seen during each Slot (New/Review),

- Patients presenting to the public hospital for Admission/ Diagnostic Investigations from Private OPD are required to have appropriate referral documentation to ensure Status entered correctly on PAS system as Patients remain Private to all Consultants and the hospital for the total episode.

#### **c) Monthly reports**

Completed Monthly Reports to be returned to – for example, WRH Information Services Department - by the 16<sup>th</sup> of each Month.

#### **d) Audit**

In line with Consultant Contract 2008 the above process is subject to Audit.

### **3. Eligibility arrangements**

Reference should be made to Department of Health Circulars No. 1 and No. 5 of 1991 regarding the implementation of eligibility arrangements. These documents set out the extent to patients may access public and private services on the public hospital campus.

### **4. Measurement of Diagnostic Activity**

#### **a) Requirements**

Mutual Obligations to measure Total Activity

Currently:-

- Group Billing processes in place;
- PAS Report is used to identify Private In -Patients to the Dept – Radiology and Laboratory;
- Manual system in place in some hospitals to reconcile listed in –patients on PAS with patients recorded on Lab and Radiology Information Systems;
- Tests are aligned to a division (i.e. Haematology, Histology, Microbiology);
- Individual Patients are billed in a process agreed between Consultants in the Group Billing Process.

#### **b) Requirement for Consultants on Consultant Contract 2008 to enable Measurement**

Consultants to provide detailed information regarding patients billed to comply with the contractual requirement that patients are billed in a process agreed with Management, that

facilitates the measurement of Total activity and determination of Public/Private ratios. The process is subject to audit.

### c) Laboratory

Minimum data set required

- Patient Id (Chart/MRN Number), ( PAS and LIS Chart No Co-exists for In Patients – OPD, GP and External resources not identified);
- Test/Specimen ID;
- Date of Request (LIS) ( needs to be reconciled with Admission/Discharge dates on PAS);
- Date of test (LIS);
- Patient Category (i.e. IP/DC/OPD/GP etc...) (this is not the same as Status and LIS cannot identify Public/Private status- Accurate Registration of Patient status on PAS is critical).

Sample of LIS Inpatients – sample data from LIS

Chart No.	Spec No.	Tests requested	Status (PAS)	Hosp	Ward	Cons	Rec'd in Lab	Sample date	Pat Type	Pat Cat.
XXXXXXXX	BH000648L	CS,THS	VIVAS	SJC	MED2	COLN	15/09/2008	15/09/2008	IP	X
XXXXXXXX	BH000649S	CS,THS	NC	SLH	MAT	HAYT	15/09/2008	15/09/2008	IP	2
XXXXXXXX	BH007757V	F	MC	WRH	HAONC	JACF	15/09/2008	15/09/2008	DC	X
XXXXXXXX	BH007758B	I,PT	MC	WRH	WRH	OREM	15/09/2008	15/09/2008	IP	X
XXXXXXXX	BH007759R	F	VHI	WRH	HAONC	JACF	15/09/2008	15/09/2008	DC	X
XXXXXXXX	BH007760Y	F,FER	ESB	WRH	HAONC	JACF	15/09/2008	15/09/2008	DC	X
XXXXXXXX	BH007761W	F	VHI	WRH	HAONC	NS	15/09/2008	15/09/2008	DC	X
XXXXXXXX	BH007762A	F,MD	NC	WRH	HOP	RYAM1	15/09/2008	15/09/2008	OP	2
XXXXXXXX	BH007763F	F,MD	VHI	WRH	HOP	RYAM1	15/09/2008	15/09/2008	OP	2

#### Note

- The 'Status' category requires robust Registration processes to ensure that patients are clearly identified as Public or Private in line with Eligibility Regulations
- It cannot be assumed that PHI is being used for the episode and that all patients are liable for billing
- Requests for tests from external sources including Public Hospitals, Private Hospitals, GPs and Private OPDs need to be clearly identified – this information will have to be provided manually where it cannot be provided electronically

Sample Monthly Report

	Division / Consultant		
	Public	Private	Total
<b>Inpatient</b>			
<b>Day Cases</b>			
<b>OPD</b>			
<b>GP</b>			
<b>Other Hospitals</b>			
<b>External</b>			

**c) Radiology**

The minimum dataset required to establish private activity is;

- ☞ Chart number PAS and RIS Chart No Co-exists for **In Patients** – OPD, GP and External resources not identified);
- ☞ Patient Category (IPR/OPR/GPR/APR etc) (this is not the same as Status and RIS; cannot identify Public/Private status);
- ☞ Date of exam (RIS);
- ☞ Exam Details (RIS).

- Consultant activity will have to be confirmed by the Consultants where Group Billing processes are in place;
- The current system is designed with a focus on the *referring Consultant* rather than the reporting Consultant.

Example of the data available from the Radiology system

Issue - this does not identify which Consultant the data is attributed to.

1	DateofTest	TestTime	Patient_Id	Surname	Forename	Date_of_Birth	Ward_Dept	Patient_Type	Consultant	RequestNumber	Exam1	Exam2
2	11/08/2008	09:19	A161158			12/10/1939	CCU	IP	KWAR	08064468	CD	AN
3	11/08/2008	09:19	A562623			14/05/1944	CCU	IP	BMCN	08064469	CD	AN
4	11/08/2008	09:21	A125636			07/01/1950	CCU	IP	BMCN	08064473	CD	AN
5	11/08/2008	09:21	A144944			08/01/1953	CLAB	IP	BMCN	08064472	CD	AN
6	11/08/2008	09:22	A173223			19/05/1945	SDW	IP	BMCN	08064474	CD	AN
7	11/08/2008	09:23	A330178			12/05/1943	CLAB	IP	JWAL	08064476	CD	AN
8	11/08/2008	09:27	A562637			03/10/1943	CLAB	IPR	BMCN	08064484	CD	AN
9	11/08/2008	09:28	A119886			23/01/1955	CLAB	IPR	BMCN	08064487	CD	AN
10	11/08/2008	09:28	A323237			05/03/1936	SDW	IPR	BMCN	08064486	CD	AN
11	11/08/2008	09:29	A513506			04/02/1922	CCU	IP	JCLA	08064489	CD	ANI
12	12/08/2008	09:00	A235765			19/07/1943	MED5	IP	MMOR	08064446	CD	AN
13	12/08/2008	09:01	A210939			24/12/1928	CCU	IP	SFOL	08064448	CD	AN
14	12/08/2008	09:03	A527577			16/10/1941	MED2	IP	RMUL	08064450	CD	AN
15	12/08/2008	09:06	A247381			22/04/1946	SDW	IPR	BMCN	08064453	CD	AN
16	12/08/2008	09:09	A562636			22/02/1948	CCU	IP	BMCN	08064455	CD	AN
17	12/08/2008	09:10	A475250			08/03/1941	SDW	IP	BMCN	08064457	CD	AN
18	12/08/2008	09:12	A484116			14/12/1929	SDW	IP	BMCN	08064461	CD	AN
19	12/08/2008	09:13	A360556			13/03/1941	SDW	IP	BMCN	08064463	CD	AN
20	12/08/2008	09:13	A461953			14/09/1939	SDW	IP	BMCN	08064462	CD	AN
21	12/08/2008	09:15	A325633			03/03/1953	MED3	IPR	BMCN	08064466	CD	AN

The accuracy of the measurement and monitoring process in line with Consultant Contract 2008 is reliant on the process of data recorded at time of admission/registration.

Sample Monthly Report

	Consultant		
	Public	Private	Total
<b>Inpatient</b>			
<b>Day Cases</b>			
<b>OPD</b>			
<b>GP</b>			
<b>ED</b>			
<b>Other Hospitals</b>			
<b>External</b>			