

CASE STUDY – London North West University Healthcare NHS Trust

Background

London North West University Healthcare NHS Trust (LNUWH) is one of the largest integrated healthcare trusts in the country. LNUWH provides hospital and community services to the people of Harrow, Brent, Ealing and beyond, providing acute hospital services across 4 hospitals sites.

In March 2018, LNUWH contacted Source Group with a requirement for validation services in order to gain clarity on their PTL and improve data quality. Source Group provided 4 highly experienced RTT validators, all of whom had completed CPD accredited RTT training and assessment and had the relevant PAS experience (Lorenzo). The validators were mobilised within 3 days and were based at LNUWH's Northwick Park Hospital site.

In addition to Source Group's validation staff, LNUWH was also utilising several other external validators supplied by recruitment agencies. The Trust saw a stark contrast in the standard of validation between Source Group's validation team and the staff supplied by the recruitment agencies.

Alvi Khan, Head of Access at LNUWH said "All of the validators provided by Source Group were highly knowledgeable and had extensive experience of both RTT and the Trust PAS (Lorenzo), as well as being CPD accredited. They did a fantastic job and I had absolute confidence that our patient records were in safe hands".

The findings from the initial validations made it clear to LNUWH that they required further validation than they had initially anticipated. LNUWH now required validation of the entire incomplete PTL of 42,000 records. As the existing Source Group validators had provided such a high standard of validation, LNUWH approached Source Group to provide additional resources for the validation of these records. LNUWH required that the 42,000 records be validated within a 4-month time period.

Source Group offered LNUWH a Complete Validation Solution, guaranteeing that all 42,000 records would be validated within the agreed time frame, for a set fee, paid in instalments upon completion of project deliverables. This gave LNUWH guaranteed ROI and assurance that the project would be completed within the deadline and to the highest standard.

Implementation

Validation Staff

Source Group calculated that in order to validate the required number of records in the agreed timeframe, an additional 9 validation staff would be required. As the Trust had a lack of physical space to house the entire validation team, the Trusts opted to use Source Group's remote validation option. 9 members of the Source Group validation team were based at Northwick Park Hospital and 4 were based at Source Group's remote validation headquarters.

Requirement

London North West University Healthcare NHS Trust required the validation of their entire incomplete PTL of 42,000 patient records to be validated within a 4-month time-frame.

Implementation

Source Group provided a complete validation solution, validating 42,000 records within the agreed time-frame, paid for in instalments upon achievement of a set volume of validations.

Results

- 42,000 records validated within agreed time period
 - Sustainable data quality improvement action plan created and supported by Source Groups waiting list consultancy service.
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Project Management

Source Group appointed a waiting list SME to manage the project and the validation team, providing a single point of contact for the Trust.

The project manager used Source Groups waiting list management tool, Clear PTL, to rapidly analyse the Trust's entire incomplete PTL, identifying priority cohorts to ensure that patients that may have been at risk of clinical harm or of breaching the 18 week waiting times target were validated as a priority.

The project manager developed a validation action plan, allocated work to the validation team members, organised ongoing audits and monitored validation outcomes to ensure the highest standard of service delivery, streamline validation processes and maximise validator productivity.

Source Group provided weekly progress reports to LNWUH giving complete visibility of all validation activity, the audit results, the findings and the progress of the project as well as providing an extensive end of project report, providing a thorough explanation of all the work undertaken and recommendations of activity the Trust could undertake to provide sustained data quality improvements post-project.

The information gathered throughout the project provided LNWUH with a thorough understanding of their PTL and the data quality issues present, providing awareness of staff groups who require training, or if there are SOPs that require review. This allowed for issues to be fixed at the source, minimising future requirements for validation activity.

Key Findings

- A total of 8,437 pathways were converted to inactive
- 2,250 clock stops were not captured in Outpatients.
- 1,190 pathways should have been stopped for active monitoring
- Lack of knowledge on RTT
- A third of the pathways created had the wrong RTT status applied.

Results

- 42,000 records validated within the agreed time frame
- 8,437 pathways were converted to inactive.
- Sustainable data quality improvement action plan created and supported by Source Groups waiting list consultancy service

Upon completion of the validation project, LNWUH sought Source Group's waiting list management consultancy services to support them in structuring and implementing a sustainable data quality improvement action plan based on the findings of the validation project.

"Source Group's Complete Validation Solution model gave me the confidence that the Trust was receiving the best possible value from the project by agreeing the project deliverables prior to service delivery. Source Group provided complete transparency and visibility at all times and the reports provide were very informative, forming the basis of our data quality strategy moving forwards. I am confident that Source Group's validation has had a significant and sustainable impact on the Trusts PTL data quality."

About Source Group

Source Group are NHS waiting list specialists, assisting NHS Organisations improve patient care, reduce the risk of clinical harm and minimise patient waiting times through optimising waiting list management.

Source Group has over 18 years' experience working with the NHS, having provided solutions and services to over 100 NHS Organisations.

Our waiting list management solutions include:

- Waiting List Management Software
- Waiting List Diagnostics
- Complete Validation Solutions
- Waiting List Consultancy
- Waiting List Training Solutions

Source Group's solutions assist NHS Organisations gain full visibility of their waiting lists, streamline patient flow and maximise data quality, providing the accurate data and information needed to make informed operational decisions.

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