Case Study

EAST SUFFOLK AND NORTH ESSEX NHS FOUNDATION TRUST

Headline

The National Validation Programme was commissioned by NHSE with the intention of reducing the national waiting list size through providing Trusts with visibility of data quality issues present on their incomplete PTL. This information was provided in the form of a PTL diagnostic report to identify these target areas and was supported through access to a validation management tool (Clear PTL), allocation of experienced RTT validators and providing access to Learn RTT, a web-based RTT training course for 200 staff.

The Challenge

ESNEFT supplied data to Source Group as part of the National Validation Programme and were issued with a PTL diagnostic report which served to offer guidance on which areas of the PTL could be validated to identify PTL Removals. The Trust supplied a PTL of 54,158 pathways and the diagnostic report identified a total of 21,652 pathways as matching validation priority indicators, 39.98%.

The Solution

The Trust were provided with access to Clear PTL, Source Group validation management solution. Through access to Clear PTL the Trust were able to view those pathways flagged for validation priority in the diagnostic report and record validation findings and outcomes within the system.

The Trust were provided with external validation support to help with validating these specific pathways. Six experienced validators were provided by Source Group, with three to work on each site. Access was also provided to the internal validation team as well as additional staff who were able to lend a hand to validation during evenings and weekends.

Work was initially distributed across the team by the Source Group account manager, however as Clear PTL became part of the Trusts validation process, management of validation allocation was handed over to the Trust.

Throughout the project the Information team were happy to upload data into Clear PTL on a weekly basis, meaning once a week work would be requeued based on the latest validation priority. indicators.

Lisa Magor, Patient Choice Coordinator, commented:

"Use of Clear PTL to target and validate these pathways has been a breath of fresh air to the organisation. Having the Source Group expert delivery team on hand to help with all aspects of identifying, allocating and completing validations has been invaluable and something the Trust are extremely grateful for."

The Results

Validation on site during the programme saw a total of **18,281** unique patient pathways validated with the validation team identifying a total of **3,573** PTL Removals – **19.5%** of all pathways validated**!**

These removals include:

- 532 patients discharged with no symptoms now actioned
- 138 incorrect clock starts within Urology now corrected
- 27.9% PTL removals within Dermatology at Ipswich Hospital
- 29.4% PTL removals within General Surgery at Colchester Hospital

The Trust's overall PTL size moved from 54,158 to 48,295 (13th May) which is a reduction of 10.8%. Although factors other than the validation will also have influenced this reduction in the waiting list size, the contribution of the PTL removals achieved through validation accounted for approximately 6.72% of this variance (-3,573 pathways). The validation also yielded a 0.13% increase in performance.

Achieving such a drastic waiting list size reduction in conjunction with a performance improvement is almost unheard of, and was only achievable due to the targeted validation approach applied. What's more, these outstanding results were achieved in only an 8 week period, with only 6 external validators being provided.

Sustained Learning

The outcomes and findings of the validation were recorded in Clear PTL throughout the project. These were presented to the Trust both during and upon conclusion of the project as part of a comprehensive report.

Providing intelligence on the validation findings and outcomes meant not only were the individual PTL records corrected, but the root cause of the issues were identified, allowing the Trust to rectify the problems to prevent recurrence of the issues, allowing for sustained data quality improvements and ensuring the great results that were achieved are maintained.

Post-project, Clear PTL has become an integral part of the Trusts ongoing validation process, with the Trust making use of the validation priority indicators to target priority pathways for validation and using Clear PTLs validation management functionality to allocate work to the validation teams and monitor the outcomes. Source Group are currently working with the Trust to broaden the scope of pathways analysed and validated through Clear PTL to include the Trusts planned and follow up waiting lists.

Jane Hart, Head of Access, commented:

"This project has been hugely successful and has helped us to review the way we approach RTT across the Trust. We have every intention of using Clear PTL as our long-term validation solution and are hoping to make Learn RTT mandatory for all new inductees".

Contact Us

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