

3M Health Information Systems

Clinical Coding Training, Audits, Consultancy and Coding Services



Clinical Coding with confidence

Staffed by highly experienced and qualified personnel 3M is able to offer an extensive skill-set for the provision of training and consultancy services to the Secondary, Primary and Private Health Care sectors.

- Consultancy Services
- Data Quality Assurance and Information Flows Programme
- Training for Secondary Care
- Clinical Coding Audits
- Outsource and Backlog Coding
- Training for Primary Care
- Note Summarising for Primary Care



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All services provided to UK NHS clients, conform to NHS Connecting for Health (CfH) National Standards. The team are CfH Accredited Clinical Coders (ACCs), TAP Approved Trainers and Registered Clinical Coding Auditors, many of whom have management experience within a clinical informatics setting, including implementation and development of clinical and PAS systems

A range of training and associated services are available including Terminology (Read Version 3, SNOMED CT®), Read Version 2, ICD and OPCS, consultancy, clinical audit and contract coding.

Having established an enviable and innovative reputation in the health care marketplace, 3M's unrivalled range of services are based on the simple principle that quality clinical information is essential in both Primary and Secondary Services and as such, our training and coding services guide you every step of the way in developing terminology and classification expertise within your organisation.



Whether you have new staff to train, personnel to develop, or a particular problem to tackle, we offer a wide range of coding-related programmes, as well as specialty-based or tailored courses.

Courses can be delivered on site or at an external venue. To ensure quality of training, we recommend no more than 12 delegates per session. Typical courses consist of hands-on exercises, along with PowerPoint® presentations.

Primary Care Training Services

Read Code Training Courses

The General Medical Services (nGMS) Contract supports the use of Read Codes for Clinical Governance and National Service Frameworks. Dedicated training assists participants to use Read Codes accurately and effectively, therefore improving the quality of healthcare information within the Practice.

The main objectives of 3M training sessions are to ensure that participants:

- Use the correct search methods
- Understand the structure of Read Codes
- Are knowledgeable in the use of Read Codes to facilitate data quality
- Deliver consistency of terminology and data collection uniformity

Basic Course

The basic course is designed for both GPs and all practice staff to develop a sound working knowledge of the Read Code structure, hierarchy and chapters. The course is 'hands on', with participants working through an exercise book of questions, using the NHS CfH Clinical Terminology Browser or 3M™ Dialect™ Clinical Terminology Encoder to assist in finding the correct answers.

Clinical Terms (Read Version 3, SNOMED CT®)

Designed for both GPs and all practice staff to develop a sound working knowledge of clinical terms structure, hierarchy and chapters. The course is 'hands-on', with participants working through an exercise book of questions and with the assistance of the NHS CfH Terminology Browser or 3M™ Dialect™ Clinical Terminology Encoder finding the correct clinical terms, validating and assigning them.

National Service Frameworks

Designed for non-clinical Practice Staff to give them a better understanding of the content around the National Service Frameworks. Developed courses include Diabetes, Coronary Heart Disease and Mental Health.

3M's Note Summarising Workshop

3M's Note Summarising Workshop helps to increase confidence in your summarised records.

By focusing your staff on the key skills involved in the extraction of clinical information from the clinical record and increasing the understanding of the importance of summarising records, and builds knowledge of medical abbreviations and Read Code assignments.

Anatomy and Physiology (including medical terminology)

These 3M courses are aimed at non-clinical staff and are designed to provide participants with a basic understanding of anatomy and physiology in relation to commonly coded diagnoses and procedures.

All workshops are interactive and include a mixture of presentations, discussions, exercises and where appropriate video.

During these workshops, 3M provide a high level of information, but maintain an informal, relaxed and stress-free atmosphere in order to promote an excellent learning environment.

Body systems covered include:

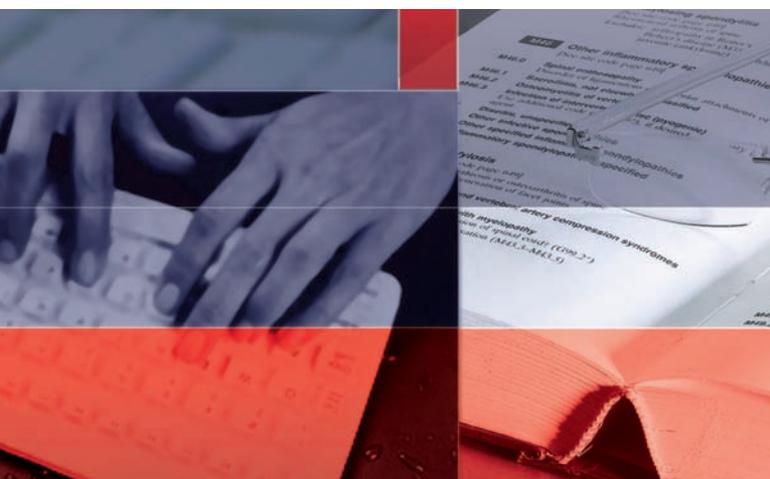
- Nervous System
- Respiratory System
- Cardiovascular System
- Musculoskeletal System
- Digestive System
- Male and Female Reproductive Systems
- Urinary System
- Endocrine System
- Skin

Secondary Care Training Services

Training Courses

- Foundation Course
- Clinical Coder Refresher Course
- National Clinical Coding Qualification
- Basic Clinical Coding for Mental Health
- Obstetrics and Perinatal Workshop
- Circulatory & Vascular Specialty Workshop
- Introduction to SNOMED CT®
- SNOMED CT® Practitioner

In addition to the courses listed above 3M have an enviable track record in the design and delivery of bespoke training courses tailored specifically to individuals clients' needs.



Outsource and Backlog Coding Services

There are times when due to staff sickness, holidays and retirement the Coding Department can be overwhelmed with a backlog of work. With the introduction of Payment by Results it is now even more critical that episodes of care are coded in a timely fashion.

In these instances 3M's ACC and experienced coding staff can provide temporary coding assistance to reduce your back-log. This work can be undertaken on site or remotely. Our staff will work wherever the coding is carried out (e.g. coding offices, wards, departments) and can cover all specialties.

Many NHS Trusts have already used our services both on-site and remotely using 3M™ RemoteCode™ System and have considerably reduced their coding back-log without interrupting the workflow of their own coders.

Clinical Coding Audit Service

3M's Registered Clinical Coding Auditors are able to provide an on-site clinical coding audit service to all NHS trusts and private health care providers.

Carried out to the latest Data Quality Audit Framework (DQAF), a typical audit package will include a premeeting, audit, exit meeting, followed by a detailed report.

Pre-Clinical Coding Audit Meeting

This meeting is used to discuss objectives of the audit, local issues, source documentation, data items to be audited and any comparative analysis required.

Clinical Coding Audit

The clinical coding audit is carried out from the source documentation (e.g. case notes, electronic healthcare records) as normally available to the coding department. The clinical coding audit will also assess the quality of source documentation and the auditors will take local coding guidelines and clinical term protocols into consideration.

Exit Meeting

This may be arranged for immediate feedback following the clinical coding audit.

Clinical Coding Audit Report

The clinical coding audit report will provide overall results, which follow the current CfH audit methodology. 3M can also provide follow-up consultancy to deal with any recommendations made in the report. All feedback is presented in a positive and constructive manner. Further follow-up is also available to assist in formulating a strategy for improvement of the quality of coding in relation to any areas highlighted by the audit that are not specifically related to clinical coder training (e.g. clinical information flows through specific directorates or on a hospital wide basis).

Consultancy

3M highly qualified and experienced personnel are able to offer a coding and casemix best practice consultancy service to NHS Trusts and private health care providers, which will help ensure that they benefit from optimised incoming financial flows under Payment by Results.

Consultancy will typically involve the review of:

- Staffing levels
- Skill mix
- Information flows
- Source documentation and methodology
- Training needs
- Advice on data quality issues
- Audit review
- Impact of SNOMED CT®

3M consultancy can be tailored to meet any particular requirement. By spending time working with your clinicians and coding professionals, 3M consultants will review all factors crucial to achieving first-class health informatics and improving patient care.

3M™ Data Quality Assurance and Information Flows Programme

3M's Data Quality Assurance and Information Flows Programme is modelled after 3M's Diagnostic Related Groups (DRG) Assurance Programme in the US. Documentation deficiencies in the US have been estimated to account for over \$7.5 billion annually in lost hospital reimbursement for services rendered.

Of the documentation errors that result in lost reimbursement:

- 43% are documentation errors
- 31% from insufficient documentation
- 12% from lost documentation
- 40% are the result of providing medically unnecessary services
- 17% are from coding errors

3M's Data Quality Assurance and Information Flows Programme will assist UK NHS and Private Healthcare Providers in improving their clinician's documentation processes so that reimbursement loss is minimised.

Objectives

- Accurate and complete case note documentation
- Assessment of case note quality
- Education of healthcare personnel and clinicians
- Implementation of a concurrent review programme
- Obtaining accurate and complete case note documentation
- Evaluation and monitoring with frequent feedback

Benefits Include

- Optimal financial flows through the appropriate HRG assignment
- Improved communication between coders, management and clinicians
- Improved quality of care, care planning, resource utilisation and outcome studies
- Accurate patient Severity-of-Illness (SOI) and Risk-of-Mortality (ROM) profiling for hospital management and the medical staff
- Compliance with Government rules and regulations

A worldwide
leader
in Clinical
Coding

"3M HIS has made a substantial contribution to the capacity of the Independent Sector to meet NHS informatics requirements. I would have no hesitation engaging them again."

Rob Moorhead

*Head of IM&T, NHS Contracting, NHS Finance
Performance & Operations, Department of Health*

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Additional 3M HIS Products and Services available to you

Clinical Coding, HRG, Audit and Data Quality Software

- 3M™ Medicode™ Clinical Classification Encoder (ICD/OPCS)
- 3M™ Dialect™ Clinical Terminology Encoder (SNOMED CT)®
- 3M™ Integrity Plus™ DQAF Auditing Suite
- 3M™ HRG Assistant™ HRG Validation and Rules Investigation Module
- 3M™ Data Quality Assistant™ Data Validation Module
- 3M™ RemoteCode™ Devolved Coding Facilitation Module
- 3M™ Pareto™ Computer Assisted Coding Module
- 3M™ OpC™ Out-patient Coding Module

Document Management Solutions

- 3M™ Medical Document Management Systems

Analytical and Benchmarking Software

- 3M™ PARM™ (Performance Analysis & Resource Management)



Visit www.3m.com/uk/his or www.3mhealthcare.co.uk



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