

### About these profiles...

This profile contains key findings from the Payment by Results (PbR) Data Assurance Framework audits undertaken between 2007/08 and 2009/10 at the main trusts that provide activity for Northumberland Care Trust. The profile is a supplement to the PbR Data Assurance Framework 2009/10 national report which is available on the Audit Commission website at [www.audit-commission.gov.uk/nhsdataquality](http://www.audit-commission.gov.uk/nhsdataquality). The profile shows data for the top providers based on activity and data behind the charts can be found at the end of the profile.

## Audit results 2009/10

The following indicators show the results of the admitted patient care (APC) and outpatient audits from the six trusts providing the most activity for Northumberland Care Trust. The results show error rates and the financial impact of those errors.

### Admitted patient care

**Figure 1: Percentage of HRGs derived incorrectly 2009/10 by trust**

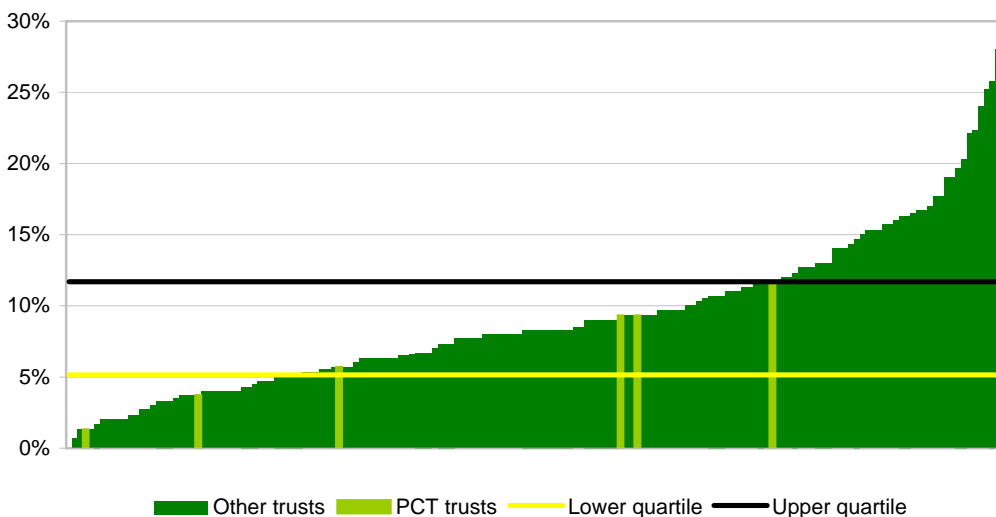


Figure 1 shows the percentage of HRGs derived incorrectly for the 2009/10 audits at the main trusts that provide APC activity for Northumberland Care Trust compared to all other audited trusts.

The audits found that error rates at 3 trusts were higher than the national average of 9.1% and error rates at 3 trusts were lower than the national average.

**Figure 2: Gross monetary value of errors as a percentage of sample**

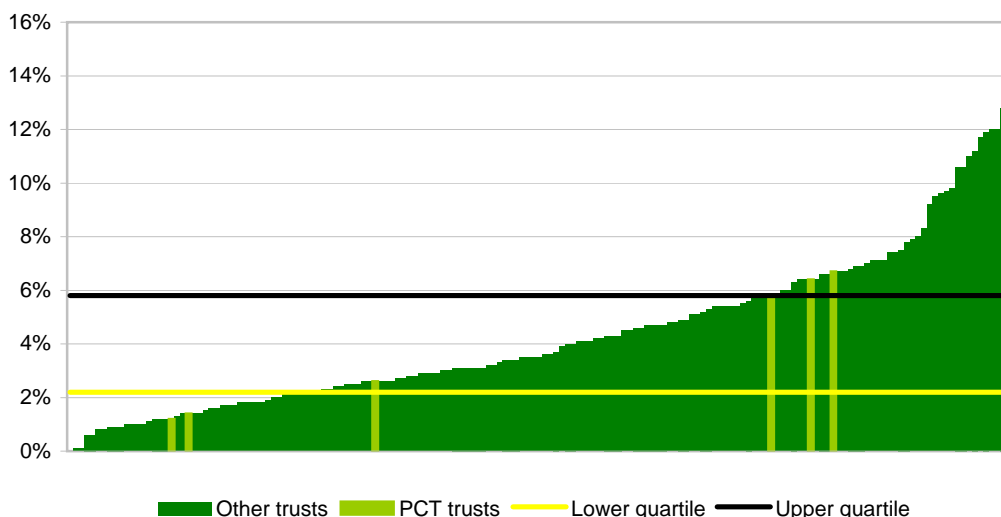


Figure 2 shows the gross (or absolute) monetary value of HRG errors for 2009/10 expressed as a percentage of the total audit sample. This treats the monetary value of errors as positive regardless of whether there was an undercharge or overcharge.

The gross value of HRG errors at 3 trusts were higher than the national average of 4.3% and the gross value of HRG errors at 3 trusts were lower than the national average.

**Figure 3: Net monetary value of errors as a percentage of sample**

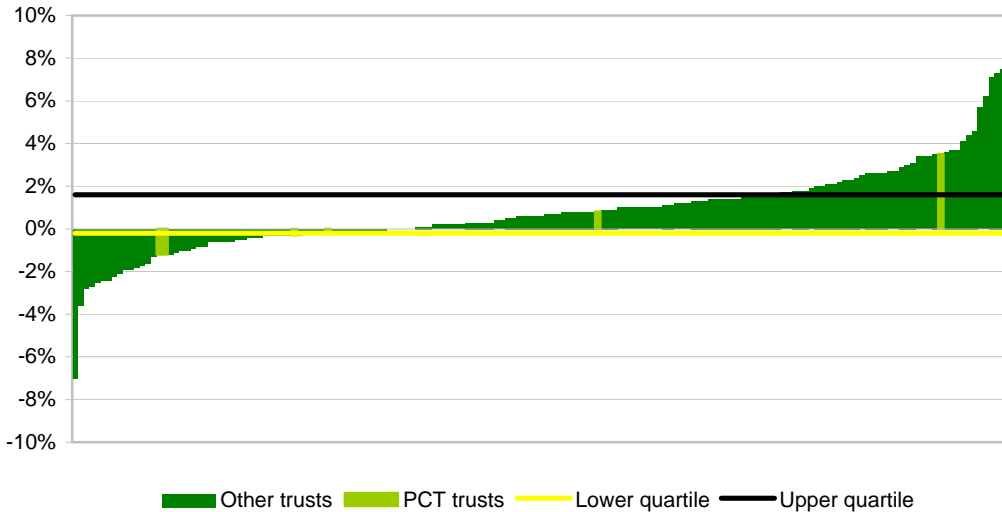


Figure 3 shows the net monetary value of HRG errors for 2009/10 expressed as a percentage of the total audit sample. A negative figure indicates the PCT should have been charged less.

The net value of HRG errors at 1 trusts were above the national average of 0.8% and the net value of HRG errors at 4 trusts were below the national average.

**Figure 4: Percentage of clinical codes recorded incorrectly**

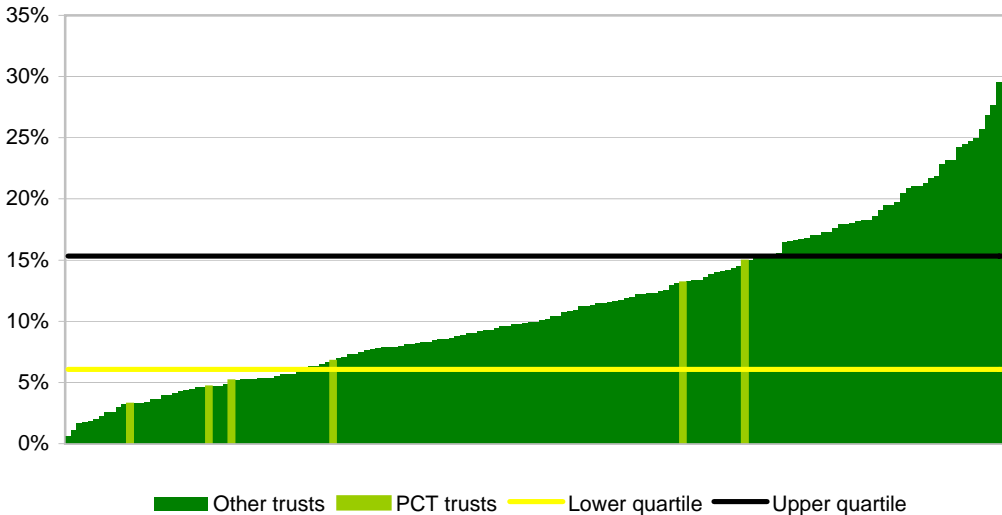
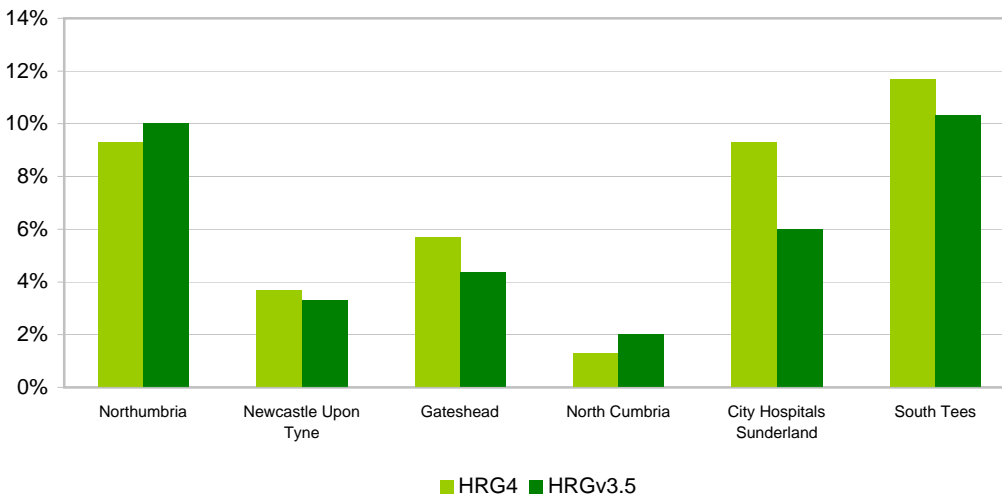


Figure 4 shows the percentage of clinical codes (diagnoses and procedures) recorded incorrectly compared to all other trusts.

The audits found that error rates at 2 trusts were higher than the national average of 11.3% and error rates at 2 trusts were lower than the national average.

**Figure 5: Impact of HRG4 on coding errors**



In April 2009 the NHS moved from being reimbursed using HRGv3.5 to HRG4. Figure 5 shows the impact of HRG4 on the coding errors found during the audits at the main trusts that provide activity for Northumberland Care Trust in 2009/10.

Analysis shows that the HRG error rate generally decreases when the same data is grouped to HRGv3.5 and compared with HRG4.

**Figure 6: Percentage of outpatient attendances with errors**

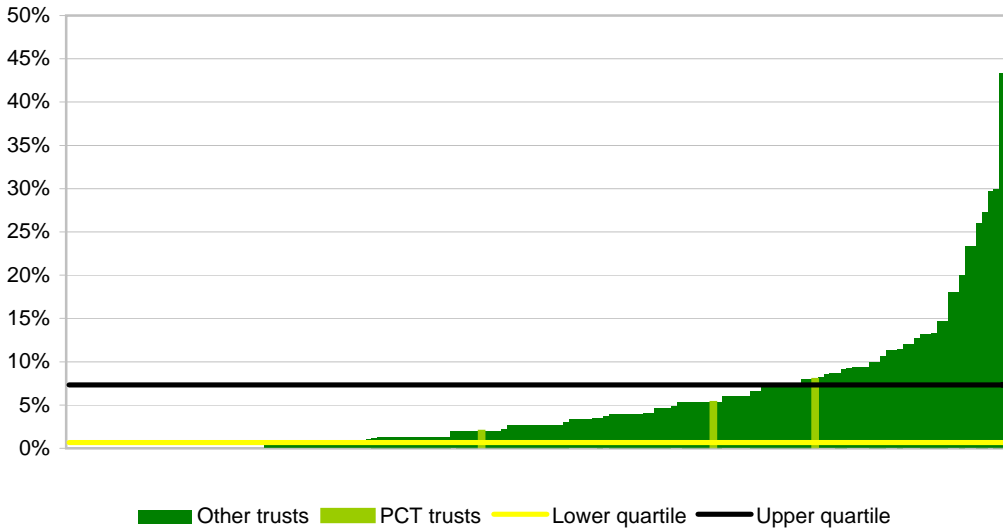


Figure 6 shows the percentage of outpatient attendance errors at the main trusts that provide outpatient activity for Northumberland Care Trust. These were data errors with financial implications.

The audits found that error rates at 2 trusts were higher than the national average of 5.2% and error rates at 4 trusts were lower than the national average.

**Figure 7: Gross monetary value of errors as a percentage of sample**

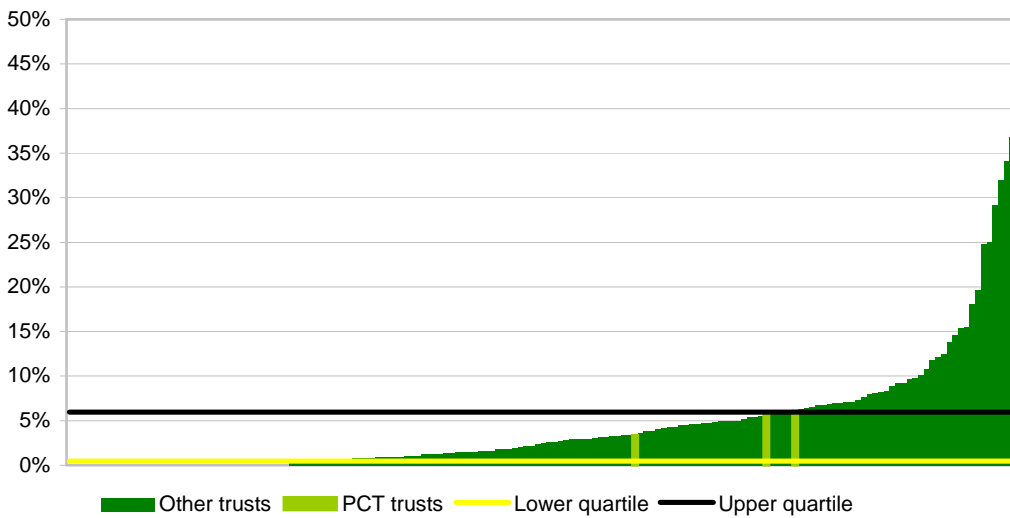


Figure 7 shows the gross (or absolute) monetary value of attendance errors expressed as a percentage of the total audit sample. This treats the monetary value of errors as positive regardless of whether there was an undercharge or overcharge.

The gross value of errors at 2 trusts were higher than the national average of 4.7% and the gross value of errors at 4 trusts were lower than the national average.

**Figure 8: Net monetary value of errors as a percentage of sample**

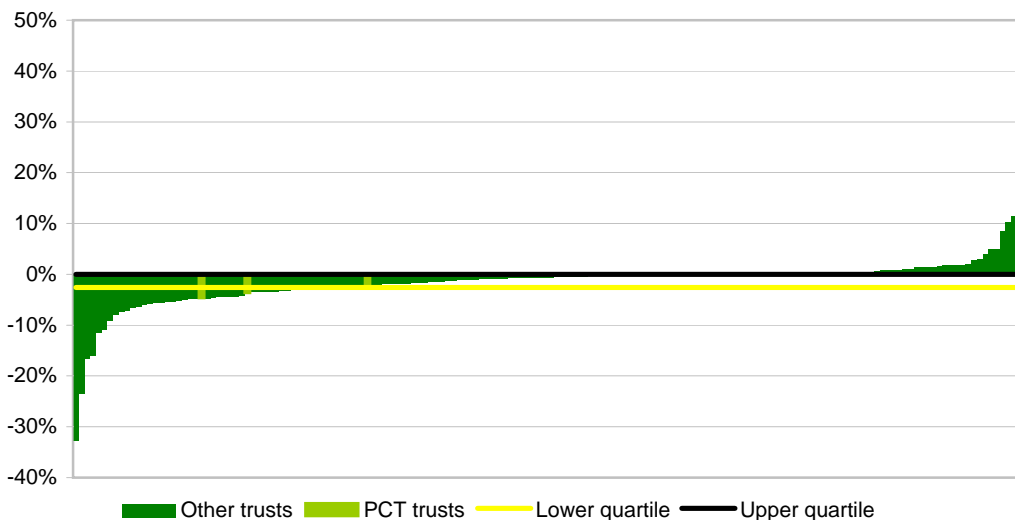


Figure 8 shows the net monetary value of attendance errors expressed as a percentage of the total audit sample. A negative figure indicates the PCT should have been charged less.

The audits found that the percentage net value of errors at 3 trusts were above the national average of -1.2% and the percentage net value of errors at 3 trusts were below the national average.

## Admitted patient care: 3 year review

We have now carried out audits at all NHS acute trusts in each of the last 3 years. The following indicators show the results of the admitted patient care audits carried out at the six trusts providing the most activity for Northumberland Care Trust between 2007/08 and 2009/10.

Note: Values for trusts marked \* were not audited in 2007/08 and/or 2008/09 and will not show on charts.

**Figure 9: HRG error rates 2007/08 - 2009/10**

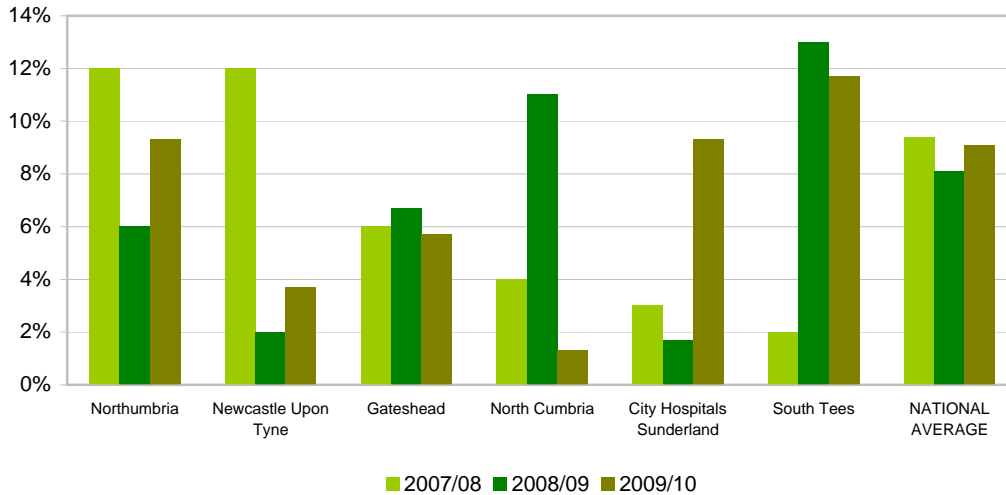


Figure 9 shows the HRG error rates for the main trusts that provide activity for Northumberland Care Trust.

The error rates for 4 trusts had decreased between 2007/08 and 2009/10, whereas the error rates for 2 trusts had increased during the same period.

Note: different areas may have been audited in different years and a change in HRGs was implemented in April 2009.

**Financial impact of HRG error rates 2007/08 - 2009/10**

Throughout the 3 year audit programme we have assessed the financial impact of any clinical coding errors identified. This has been done by pricing the sample based on the original trust coding using in-year PbR tariffs and business rules and comparing it with the price of the sample based on the auditor coding. The financial value of the errors can be expressed as a gross (or absolute) or net value.

The admitted patient care audits at the main trusts that provide activity for Northumberland Care Trust between 2007/08 and 2009/10 have identified a total gross financial error of £245594 and a total net undercharge of £18202 based on the sample of episodes audited at each of the 6 trusts.

**Figure 10: Gross financial error rates 2007/08 - 2009/10**

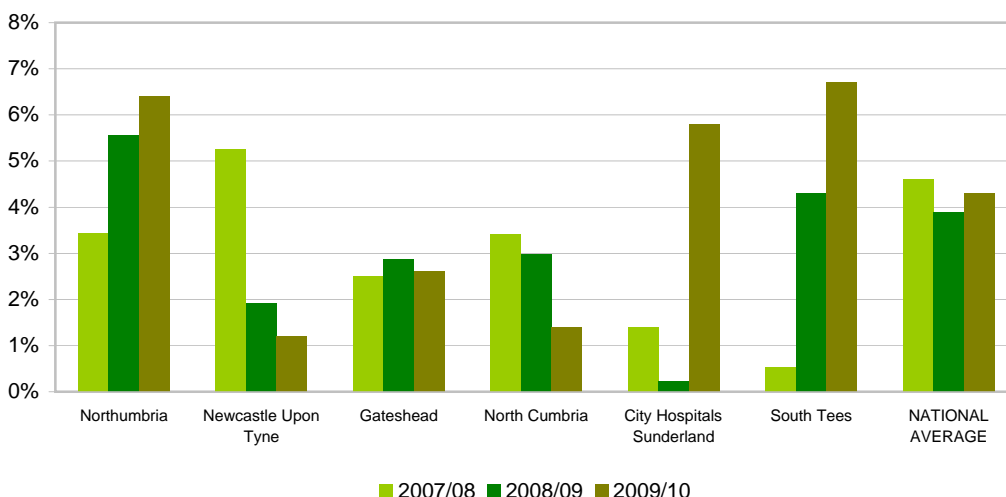


Figure 10 shows the gross financial error rates for the main trusts that provide activity for Northumberland Care Trust.

The error rates for 2 trusts had decreased between 2007/08 and 2009/10, whereas the error rates for 4 trusts had increased during the same period.

Note: different areas may have been audited in different years and different tariffs are used in each year.

# Admitted patient care: 3 year review

**Figure 11: Net financial error rates 2007/08 - 2009/10**

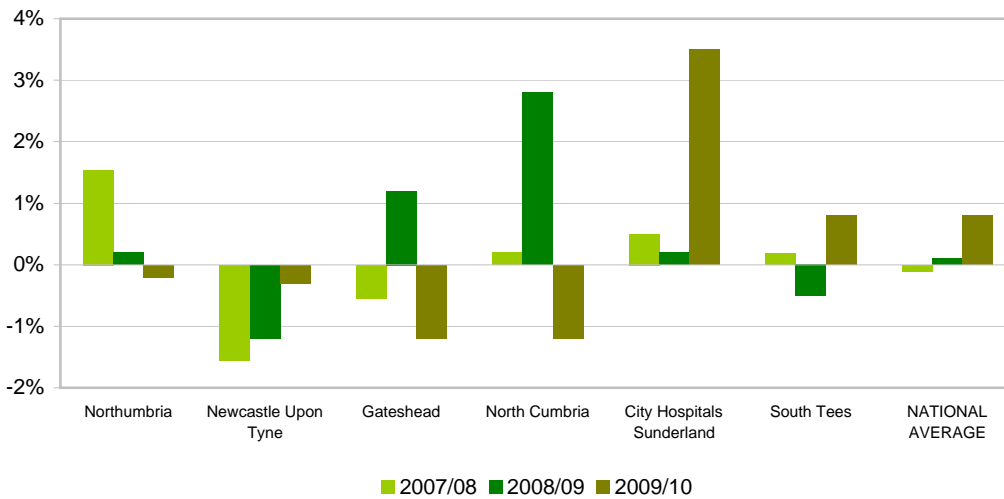


Figure 11 shows the net financial error rates for the main trusts that provide activity for Northumberland Care Trust.

The error rates for 3 trusts had decreased between 2007/08 and 2009/10, whereas the error rates for 3 trusts had increased during the same period.

Note: different areas may have been audited in different years and different tariffs are used in each year.

**Figure 12: Clinical coding error rates 2007/08 - 2009/10**

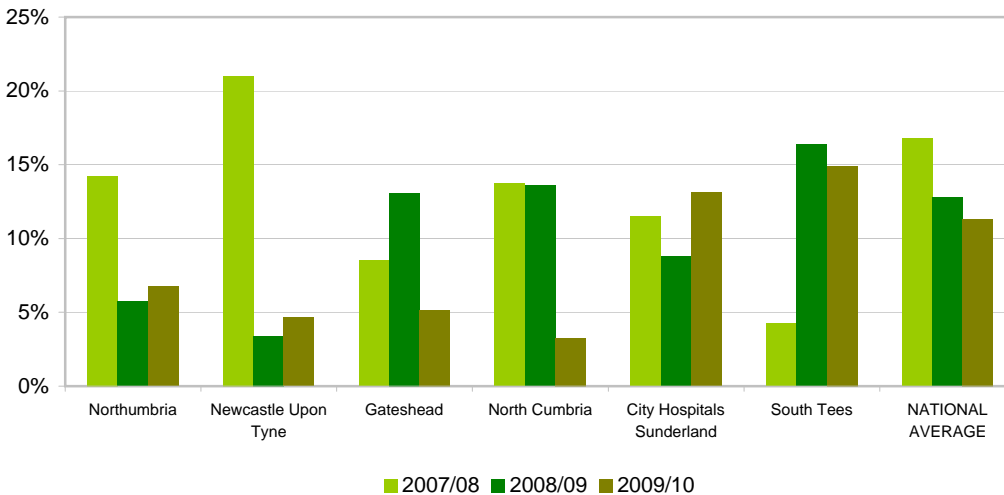


Figure 12 shows the overall coding error rates for the main trusts that provide activity for Northumberland Care Trust.

The error rates for 4 trusts had decreased between 2007/08 and 2009/10, whereas the error rates for 2 trusts had increased during the same period.

Note: different areas may have been audited in different years.

## Local analysis - standards of clinical records

**Figure 13: admitted patient care unsafe to audits**

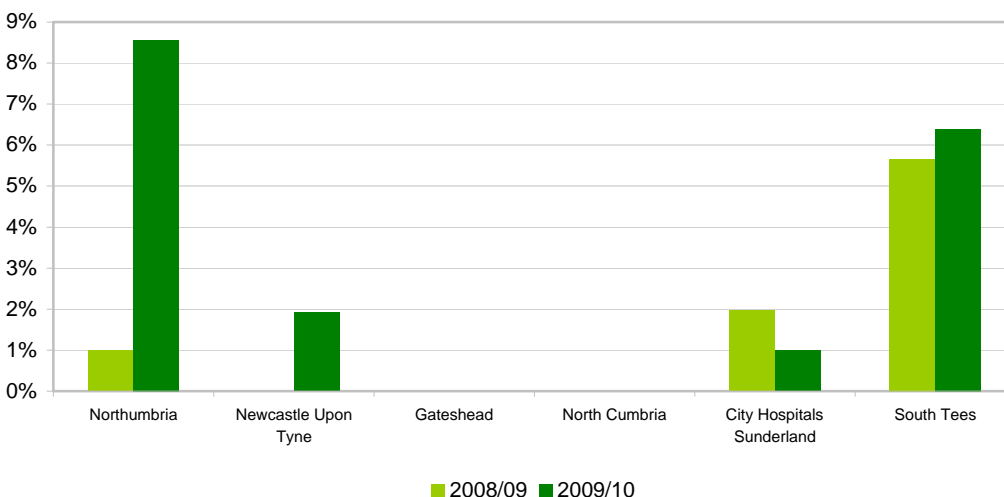


Figure 13 shows the number of unsafe to audit (UTA) episodes found during the audits at the main trusts that provide activity for Northumberland Care Trust.

During the audits, 3 trusts had at least 1 UTA in 2008/09 and 4 trusts had at least 1 UTA in 2009/10.

UTAs can be used as an indicator of poor clinical records at a trust. Nationally, 47 (28.1%) trusts had no APC UTAs in 2009/10.

## Local analysis - standards of clinical records

**Figure 14: Outstanding admitted patient care recommendations**

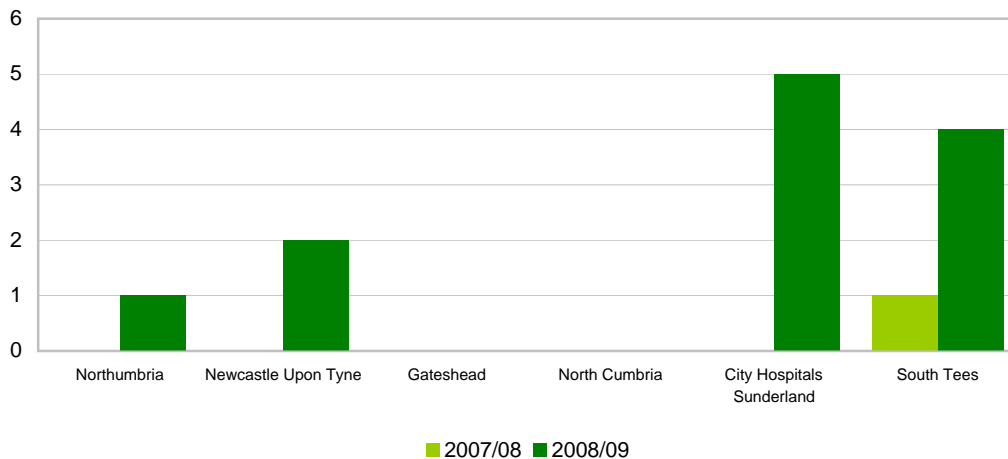


Figure 14 shows the number of outstanding recommendations from the 2007/08 and 2008/09 audits found during the 2009/10 admitted patient care audits.

At least 1 recommendation from 2007/08 was outstanding in 1 trusts and at least 1 recommendation from 2008/09 was outstanding in 4 trusts.

### Issues leading to coding error

Our audits have identified a number of common factors that affect the accuracy of clinical coding across the NHS. We have undertaken some research to identify which factors affected clinical coding at the 6 main trusts that provide activity for Northumberland Care Trust in 2009/10.

In admitted patient care the most common cause of error across the main providers for Northumberland Care Trust was problems with source documentation. Other significant causes of error were inadequate coding of comorbidities, not coding to national standards, and policy and procedure document issues.

In outpatients the most common cause of error across the main providers for Northumberland Care Trust was data definition issues. Other significant causes of error were policy and procedure document issues, training issues, and inadequate internal audit.

# Trust admitted patient care results 2007/08 - 2009/10

## Table 1: APC audit results 2007/08 - 2009/10

		Percentage of HRGs incorrect	Percentage of primary procedures incorrect	Percentage of secondary procedures incorrect	Percentage of primary diagnoses incorrect	Percentage of secondary diagnoses incorrect	Gross Monetary Value of Errors	Gross Value of Errors as a Percentage of Sample	Net Monetary Value of Errors	Net Monetary Value of Errors
		HRG	PP	SP	PD	SD	GRS	%G	NET	%N
<b>2007/08</b>										
RTF	Northumbria Healthcare NHS Foundation Trust (64991*)	12.0	7.0	11.0	21.0	18.0	£ 5,983	3.4	£ 2,677	1.5
RTD	The Newcastle Upon Tyne Hospitals NHS Foundation Trust (30468*)	12.0	25.0	31.0	11.0	17.0	£ 26,289	5.3	-£ 7,754	-1.6
RR7	Gateshead Health NHS Foundation Trust (432*)	6.0	5.0	15.0	10.0	4.0	£ 8,485	2.5	-£ 1,845	-0.5
RNL	North Cumbria University Hospitals NHS Trust (363*)	4.0	10.0	23.0	7.0	15.0	£ 12,762	3.4	£ 761	0.2
RLN	City Hospitals Sunderland NHS Foundation Trust (201*)	3.0	4.0	11.0	12.0	19.0	£ 3,336	1.4	£ 1,200	0.5
RTR	South Tees Hospitals NHS Foundation Trust (124*)	2.0	8.0	3.0	4.0	2.0	£ 4,664	0.5	£ 1,642	0.2
<b>2008/09</b>										
RTF	Northumbria Healthcare NHS Foundation Trust (64991*)	6.0	8.2	2.7	7.7	4.3	£ 28,028	5.6	£ 1,010	0.2
RTD	The Newcastle Upon Tyne Hospitals NHS Foundation Trust (30468*)	2.0	4.6	1.3	2.0	5.7	£ 9,947	1.9	-£ 6,231	-1.2
RR7	Gateshead Health NHS Foundation Trust (432*)	6.7	15.8	19.4	8.7	8.4	£ 21,474	2.9	£ 8,944	1.2
RNL	North Cumbria University Hospitals NHS Trust (363*)	11.0	15.2	10.9	13.0	15.2	£ 15,311	3.0	£ 14,367	2.8
RLN	City Hospitals Sunderland NHS Foundation Trust (201*)	1.7	5.3	15.6	6.7	7.6	£ 1,026	0.2	£ 858	0.2
RTR	South Tees Hospitals NHS Foundation Trust (124*)	13.0	10.1	15.3	26.3	13.7	£ 28,088	4.3	-£ 3,272	-0.5
<b>2009/10</b>										
RTF	Northumbria Healthcare NHS Foundation Trust (64991*)	9.3	11.4	2.7	10.0	2.9	£ 21,205	6.4	-£ 637	-0.2
RTD	The Newcastle Upon Tyne Hospitals NHS Foundation Trust (30468*)	3.7	2.7	4.2	6.3	5.4	£ 3,247	1.2	-£ 829	-0.3
RR7	Gateshead Health NHS Foundation Trust (432*)	5.7	6.0	1.6	8.0	5.0	£ 10,678	2.6	-£ 4,940	-1.2
RNL	North Cumbria University Hospitals NHS Trust (363*)	1.3	0.8	0.0	5.3	6.9	£ 3,740	1.4	-£ 2,998	-1.2
RLN	City Hospitals Sunderland NHS Foundation Trust (201*)	9.3	14.2	11.6	9.3	17.5	£ 20,963	5.8	£ 12,761	3.5
RTR	South Tees Hospitals NHS Foundation Trust (124*)	11.7	29.8	10.9	12.3	6.7	£ 20,367	6.7	£ 2,489	0.8

\* Number of FCEs commissioned 2009/10 (Source: Hospital Episode Statistics (HES))

- Trust not audited

# Trust outpatient results 2008/09 - 2009/10

## Table 2: Outpatient results 2008/09 - 2009/10

		Percentage of attendances with errors**	Percentage of attendances / DNA recorded incorrectly	Percentage of first / follow-up recorded incorrectly	Percentage of treatment function codes recorded incorrectly	Percentage of procedures recorded incorrectly	Gross Monetary Value of Errors		Gross Value of Errors as a Percentage of Sample	Net Monetary Value of Errors		
		ERR	ATT	FFU	TFC	PX	GRS	%G	NET	%N		
2009/10												
RTF	Northumbria Healthcare NHS Foundation Trust (55195*)	8.0	5.3	1.3	1.3	4.0	£ 975	6.1	-£ 583	-3.6		
RTD	The Newcastle Upon Tyne Hospitals NHS Foundation Trust (50893*)	0.0	0.0	0.0	0.0	0.0	£ -	0.0	£ -	0.0		
RR7	Gateshead Health NHS Foundation Trust (621*)	0.0	0.0	0.0	0.0	0.0	£ -	0.0	£ -	0.0		
RNL	North Cumbria University Hospitals NHS Trust (458*)	5.3	4.7	0.7	0.0	0.0	£ 699	5.6	-£ 583	-4.7		
RXP	County Durham and Darlington NHS Foundation Trust (207*)	0.0	0.0	0.0	0.0	0.7	£ -	0.0	£ -	0.0		
RTR	South Tees Hospitals NHS Foundation Trust (204*)	2.0	1.3	0.7	0.0	0.0	£ 599	3.4	-£ 361	-2.0		

\* Number of outpatient first attendances commissioned 2009/10 (Source: Hospital Episode Statistics (HES))

\*\* Error rate different from rates reported locally. Procedure errors were not included to allow comparison between trusts audited in different years.

## Further information

[www.audit-commission.gov.uk/pbr](http://www.audit-commission.gov.uk/pbr)

### Further information

Admitted Patient Care error rates are based on a sample of 300 Finished Consultant Episodes (FCEs) from each trust selected from four targeted areas (National Theme, Specialty, HRG Sub-chapter, HRG). The National Theme was selected from one of Trauma & Orthopaedics, Paediatrics, Cardiology, or General Medicine and the remaining areas were selected from recommendations made by the Audit Commission's PbR National Benchmark. All audits were carried out by Connecting For Health accredited clinical coding auditors following the Connecting For Health Clinical Coding Audit Methodology Version 3.

Outpatient error rates are based on a sample of 150 outpatient appointments from three targeted specialties at each trust. Fifty appointments were selected from one of two national themed specialties (ENT or Cardiology) and the remaining 100 appointments were selected from recommendations made by the Audit Commission's PbR National Benchmark. All audits were carried out by Audit Commission auditors and error rates were calculated based on the audit results for several outpatient data items.

As these results are from targeted areas it is not recommended that they be extrapolated beyond these areas. The 2009/10 PbR Data Assurance Framework National Report, along with other national reports, audit results, case studies and other information is available on the Audit Commission PbR website via [www.audit-commission.gov.uk/pbr](http://www.audit-commission.gov.uk/pbr).

Information on the PbR National Benchmark is available via [www.audit-commission.gov.uk/pbrbenchmarking](http://www.audit-commission.gov.uk/pbrbenchmarking).