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Request for Information Reference: 04.23.20

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Email only

9<sup>th</sup> May 2023

Dear

### **Freedom of Information Act 2000 – Request for Information**

Thank you for submitting a request for information which we received on 13<sup>th</sup> April 2023 in relation to County Durham and Darlington NHS Foundation Trust (the Trust). Your request has been processed under the provisions of the Freedom of Information Act 2000 and I am now able to provide you with a response.

Your request was in relation to Clinical Coding Department and I am providing the following information in response to your specific questions:

**1. Do you use an Electronic Patient Record (EPR)?**

Yes

**2. If you do use an EPR which one do you use?**

Cerner Millennium

**3. When did you go live with your EPR?**

October 2022

**4. How long did it take to bed in within your Clinical Coding Department/trust?**

Initial bedding in took 3 months for Coding due to implementing Medicode at the same time, however full bedding in is still in process due to a number of factors.

**5. How user friendly is your EPR for your Clinical Coders?**

It has its pros and cons, the main Pro is not waiting/looking for case notes, and documents are in date order rather. The cons relate to some repetitive reading and the impact of any data errors.

**6. What systems were you using before?**

Cito, Camis/E Camis and Simplecode

**7. How helpful was the EPR training provided to Clinical Coders before go live?**

The training provided included demonstrations however this was not tailored to a clinical coding environment. While not ideal, the team have undertaken most of their training from using the live system.

**8. Is any paperwork still generated on wards that is required for Clinical Coding?**

Yes

**9. How did implementation go for Clinical Coding?**

The implementation was complicated due to the team implementing two systems simultaneously. The team took a staggered approach with two team members at a time transitioning to the new system which also meant that during this period the team were running both the old and new systems.

**10. What was done well?**

Cerner and 3m Medicode worked well together and the data came across fine causing very little down time for the coders.

**11. What could have been done better?**

Clinical Coding tailored training in preparation for the go live.

**12. What were your biggest challenges as a Clinical Coding Department relating to your EPR?**

Productivity as it is a much slower process as due to repetitive review of patient notes for extracting data. In addition any data errors, slow the process further while corrective action is awaited from the supplier.

**13. What are still your biggest challenges as a Clinical Coding Department relating to your EPR?**

Hitting SUS deadlines due to the factors outlined in question 12, however there are other internal factors which may also be impacting on this activity. .

**14. Has EPR impacted your Clinical Coding Departments KPI's – quality, backlog, engagement?**

Yes

**15. What are the positives of your EPR system for your Clinical Coding Department?**

Major improvement in obtaining case notes and the consistency in which notes are now ordered. This has improved the speed with which a patient can be processed.

**16. Are there any negative impacts from your EPR for your Clinical Coding department?**

The time taken to undertake the coding of an admission has increased and the impact of any data errors.

**17. How are you tackling these?**

Active feedback to both the Trust teams including the wards and to the supplier.

**18. Did you have any Clinical Coding clerical support before EPR go live and do you have clerical support now?**

No

**19. Has the change been positive or negative for your Clinical Coding Department?**

At this time in the implementation it is too early to provide a definitive answer to this question due to ongoing embedding and ironing out any issues. However looking forward it is expected that within a further six months the answer would be that it has been a positive change.

**20. Do you have you any advice for a Clinical Coding Department planning on purchasing the same EPR as you?**

Training is key as this caused a lot of unnecessary anxiety in the team. Think about if your department's admit/discharge/transfer patients incorrectly now

and how to get them changed on the new system as the patient record is linked to the admission so if you amend it you can lose the paperwork, also if new patients are in the bed then they cannot amend the old patient's record.

**21. Would you recommend other trusts select your EPR solution?**

At this time in the implementation it is too early to provide a definitive answer to this question due to ongoing embedding and ironing out any issues. However looking forward it is expected that within a further six months the answer would be yes.

In line with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log on the Trust's website. However please be assured that we anonymise all responses prior to adding them to the disclosure log.

I hope that this response has provided you with the information you had requested. If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me by telephone or in writing. If however, you are dissatisfied with the way in which your request has been handled and would like an internal review, you will need to contact me in writing at the above address or via [cdda-tr.cddftfoi@nhs](mailto:cdda-tr.cddftfoi@nhs).

If you remain dissatisfied with our response following an internal review you have the right to appeal to The Information Commissioner at Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF. More information is available on their website; [www.ico.gov.uk](http://www.ico.gov.uk).

Yours sincerely

**Corporate Records and Freedom of Information Facilitator**