

Case study: National Audit of Admitted Patient Information in Kingdom of Saudi Arabia

Situation

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| Sector | National government agency |
| Geography | Kingdom of Saudi Arabia |
| Case type | Project Management ,Consultancy and software services |

Client Objectives

- Clinically coded data is essential to ensure that resources are used efficiently and effectively. It is also significant in reporting quality and performance. There is wide recognition of the importance of good quality coded clinical data and the fundamental role it plays in hospital management and funding of health services in the new Kingdom of Saudi Arabia (KSA) healthcare reform. For a national payer, proactive measures are very important and for that reason Program for Health Assurance and Purchasing (PHAP) conduct a clinical coding quality improvement project at a national level.

Result

- This project was the largest and most complex review of coding systems conducted in the Middle East. There have been over 120 individual reports, 65 presentations, and conservatively 6,000 pages of analysis and commentary, with strong engagement from all levels in the health system
- The commitment of the many Clinical Coders and their managers in the hospitals and Clusters who are dedicated to achieving the 2030 Vision by telling the patient's story through accurate coding. Their support for and interest in the project to improve their current practice was the key element that has made this project a success for the audit team and ultimately the relevance of hospital, Cluster, and national recommendations.

Solution

- The data quality review was conducted on data provided from 2018-2021. The Coding Services Assessment was conducted from March to October 2021, desktop analyses were conducted during March to October 2021 and auditors were on site at hospitals from late June to end of October 2021
- Data maturity index and comparison to international best practice focused on people, processes, and tools (CSA)
- Quality tool measures of compliance with the classification coding standards and measures of non-specific code assignment
- Safety and Quality analysis reviews the quality of the data that underpins the reported Hospital Acquired Complication (HAC) rate and benchmarks with risk adjusted peers
- Benchmarking the complexity captured through coding at each Provider compared to the complexity of peer Providers in Australia. This element may identify under- or over-reporting of diagnoses and/or interventions
- Physical coding audit which is measuring the coding accuracy through re-abstraction and recoding of sample episodes of care, comparison to original coding and analysis of any differences.