

Liverpool Women's automate the coding of **over 52,000** outpatient procedures each year

e18 Innovation has supported the automation of outpatient procedure coding at Liverpool Women's NHS Foundation Trust.



52,700 outpatient procedures coded per year



Improves compliance with the **Outpatient Commissioning Data Set (CDS)**



Exception rate of **only 6%**

Transforming Outpatient Procedure Coding:

ICS:

Cheshire & Merseyside Health & Care Partnership

Trust Name:

Liverpool Women's NHS Foundation Trust

Department:

Digital Services – Clinical Coding

Process Name:

Outpatient Procedure Coding

Challenge

Previously, staff had to manually input procedure codes on the Trust's Patient Administration System (PAS) following Outpatient procedures.

Solution

Automation of the process of inputting procedure codes against clinic attendances on the PAS.

Key Benefits of Intelligent Automation:



Improved Compliance with the CDS



Negative Financial Impacts Avoided



Enhanced Data Quality



Increased Workforce Capability



Access to Real-Time Data

What's next?

Expand the current Outpatient Procedure Coding process to meet the requirements of the Trust's new PAS and Electronic Patient Record (EPR), which are expected to go live in July 2023.



"The automation of this process has had a massively positive impact on our staff and has allowed us to improve our compliance and data quality."

Jennifer Wilson – Clinical Coding Manager, Liverpool Women's NHS Foundation Trust

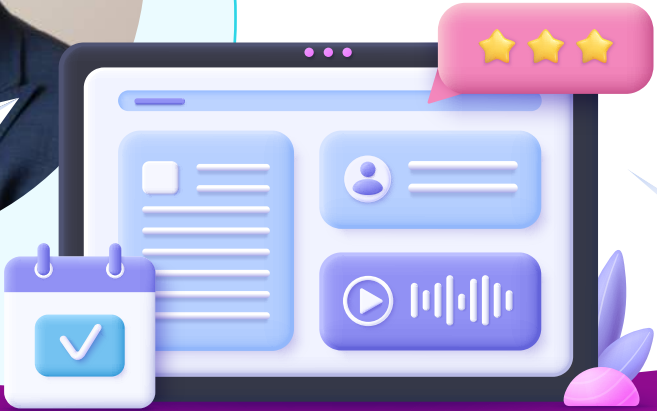


Automating the clinical coding process has led to improved compliance and data quality

The implementation of automation in the outpatient clinic's procedure coding process allows Liverpool Women's NHS Foundation Trust to comply with the Outpatient Commissioning Data Set (CDS) and ensure proper financial reimbursement. The manual process was time-consuming and prone to errors, which led to reduced income for the Trust and delayed submission penalties. By implementing automation, the process was made more efficient, resulting in cost savings and improved data accuracy. The automation also provides near-real-time access to data, allowing for more efficient data processing and improved decision-making processes. The time saved from automation will be utilised to meet the Trust's annual coding audit requirements and perform additional data quality checks, further improving financial outcomes.

"The next phase of our automation programme will focus on implementing processes that improve quality of care and patient experience. Following the rollout of our new PAS, we intend to automate Outpatient and GP Referrals as our next process. e18 introduced RPA into Liverpool Women's a few years ago and have been hugely supportive ever since. The teams knowledge and guidance that they have provided us with has been a great help".

Matt Connor – Chief Information Officer, Liverpool Women's NHS Foundation Trust



E18 Innovation

Automate. Innovate. Elevate.

Leveraging Intelligent Automation to transform patient care and deliver a better staff experience in the NHS.

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