

Harnessing clinical coding excellence to power patient care, insightful data and financial sustainability

“Solventum’s intelligent analytics suite has empowered us to capture the full clinical picture – elevating coding depth, data quality, and ensuring fair reimbursement for the complex care we deliver.”

Victoria Macwhirter, Head of Clinical Coding, Worcestershire Acute Hospitals NHS Trust

Executive summary

Worcestershire Acute Hospitals NHS Trust (WAH NHS Trust), serving a population of over 603,000 across three hospital sites, has significantly enhanced the quality, accuracy, and depth of its clinical coding through the implementation of the Solventum™ Intelligent Analytics Suite.

The Trust reinforced its strategic commitment to clinical coding as a critical enabler of high-quality patient care, effective funding management, and a meaningful contribution to national data initiatives.

Through the implementation of Solventum’s Intelligent Analytics Suite, WAH NHS Trust has transformed the way its coding team operates. Automated nudges now identify missed opportunities in real time, enabling coders to work more efficiently, improve audit outcomes, and ensure accurate, policy-aligned reimbursement.

As a result of these improvements, the Trust identified approximately £1.5 million in appropriate reimbursement opportunities during 2024/25. However, the actual financial benefit realised was subject to national funding constraints, including the block contract and the Elective Recovery Fund (ERF) cap.

This enhancement reflects the Trust’s strengthened capability to accurately capture the complexity of care delivered, ensuring clinical data integrity, supporting better clinical decision-making, and maintaining alignment with national reimbursement frameworks.

Solventum solution implementation

The WAH NHS Trust implemented an integrated approach combining Solventum’s data quality analytics suite with cross-disciplinary clinical engagement and expert staff interpretation:

1 Real-time validation and clinical integration

- Interactive clinical coding prompts that prevent completion until alerts are resolved
- Automated validation against national standards at point of coding
- Enhanced identification of Charlson Comorbidity Index codes
- Regular clinician involvement from medicine, surgery, and Women and Children’s services providing context for complex cases
- Multidisciplinary clinical coding workshops to enhance coder understanding of medical terminology and procedures

The challenge

In the post-pandemic NHS landscape, Trusts nationwide face unprecedented pressure to reduce elective care backlogs while maintaining financial sustainability. With the ERF’s payment mechanisms directly linking accurate coding to funding allocations, maintaining the high levels of coding accuracy rate while processing increased volumes became mission critical.

The WAH NHS Trust needed a solution that would enhance coding precision while ensuring all reimbursement claims reflected genuine clinical activity.

Results and impact

The WAH NHS Trust has achieved significant improvements in both coding accuracy and financial outcomes:

- Identified additional appropriate annual reimbursement of £1.5 million
- Enhanced depth of clinical coding, capturing complete comorbidities and complications
- Achieved average coding completeness of 95% within prescribed deadlines
- Significantly improved documentation quality across specialties through feedback
- Reduced coding errors in critical areas affecting payment, including:
 - Primary diagnosis selection
 - Comorbidity documentation
 - Procedure code sequencing
 - Length of Stay (LoS) accuracy

2 Strategic audit process with clinical oversight

- Daily review of previous day’s coding by specialised auditors
- Formal reported audits increased by 53% between 2018/19 and 2020/21
- Focus on length of stay outliers affecting the healthcare resource group (HRG)
- Particular attention to high-value areas including oncology day cases
- Integration with Solventum Integrity Plus for streamlined audit workflows
- Regular case review sessions with clinical specialists to enhance documentation quality

Clinical excellence and data

Victoria Macwhirter, Head of Clinical Coding, Worcestershire Acute Hospitals NHS Trust states:

“The transformation in our coding processes has been remarkable. We’re now achieving unprecedented depth in our coding using the Solventum analytics suite, which enables our team to capture the complete clinical picture. This is about ensuring our Trust receives fair and appropriate reimbursement for the complex care we genuinely provide. Having clinicians directly engaged with our coding team has elevated the quality of our work, ensuring every relevant comorbidity and procedure is accurately documented and coded.”

The significant improvement in reimbursement represents the legitimate recovery of funds for services delivered. By improving coding accuracy, the WAH NHS Trust has aligned its remuneration with the true complexity of patient care provided.

Process excellence and clinical integration

The WAH NHS Trust has established a robust quality improvement cycle where:

- Regular education sessions between clinicians and clinical coders build mutual understanding
- Consultants from key specialties now attend monthly coding review meetings
- Documentation quality improvements are implemented before Secondary Uses Services submission
- Monthly specialty-specific coding accuracy reports highlight improvement opportunities

Solventum Medical History Assurance (MHA)

MHA is designed to facilitate the accurate recording of case mix by prompting coders to review relevant medical history based on previous patient records. Integrated directly into the coding workflow, it helps coders:

- Identify historical comorbidities that may impact the HRG
- Reduce omissions of critical diagnoses during coding
- Assure accurate and complete clinical representation of the patient episode

By enabling proactive validation of co-morbidities and patient complexity, MHA helps clinical coding teams capture a more complete clinical picture, resulting in more accurate HRGs and, consequently, appropriate reimbursement.

Solventum Data Quality Analytics (DQA)

DQA is specifically designed to validate assigned clinical coding and related HRG allocations. Built within the Medicode encoder, the DQA module offers:

- Real-time feedback during the coding process
- Actionable insights displayed via a centralised dashboard
- Immediate visibility of discrepancies or anomalies that may affect accuracy or financial impact

This module not only enhances the productivity of the coding team by allowing high-frequency validation but also plays a crucial role in staff development – highlighting areas for individual or team training when recurring errors are identified.

Solventum Data Quality Analytics interactive (DQAI)

DQAI supports real-time error interception and coding validation by:

- Prompting coders to resolve issues before submission
- Highlighting missing or mis-sequenced diagnoses and procedures
- Flagging potential HRG impacts tied to documentation and Length of Stay

This tool ensures high data integrity while also reducing downstream audit burdens and resubmission rates.

Solventum Integrity Plus for Audit

The Trust’s use of Integrity Plus has enabled a high-impact, targeted auditing strategy. The team:

- Reviews daily batches of coded data
- Focuses audits on high-value clinical areas (e.g. Oncology, LoS outliers)
- Provides direct feedback to coders and supports documentation improvements
- Aligns internal auditing with governance standards and specialty leads

Looking ahead

As the NHS continues to emphasise elective recovery, waiting list reduction, and accurate resource allocation, this WAH’ NHS Trust’s investment in data quality and clinical engagement stands as a model of best practice.

By combining intelligent analytics, thoughtful auditing, and strong cross-functional collaboration, the Trust is not only ensuring appropriate reimbursement, it is building a future-proof framework for accurate, compliant, and clinically meaningful data.

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Solventum
Charnwood Campus
10 Bakewell Road
Loughborough
LE11 5RB

Solventum
2050 Orchard Avenue
Citywest Business Campus
Citywest
Dublin

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