



## RTT eLearning solutions – single training and support package in one productive bundle

The pressure is on to clear NHS waiting lists. Accurate data recording and patient pathway tracking across the hospital is now paramount if we are to ensure that care continues uninterrupted, partial pathways are eliminated, and no patients are “lost” from the lists.

Recruitment and retention issues are plaguing the service and HR Managers are looking for attractive solutions that make staff feel valued and productive. As experts in elective care, Insource now offers inclusive RTT eLearning solutions and support packages to drive down waiting lists, build staff recruitment, improve performance and inspire retention.

### Meeting NHS guidance

Fully CPD accredited, Insource’s eLearning platform cuts through the jargon and provides online training to understand and comply with Referral to Treatment (RTT) rules. We give all clinicians and booking staff the skills to ensure that pathway entries are recorded accurately, and patients get the best possible outcomes.

Understanding and correctly interpreting, the NHS England waiting list guidance can often be a challenge, especially when it is constantly changing and being updated.

Our RTT eLearning solution has been designed to provide Trusts with an inclusive support package that provides:

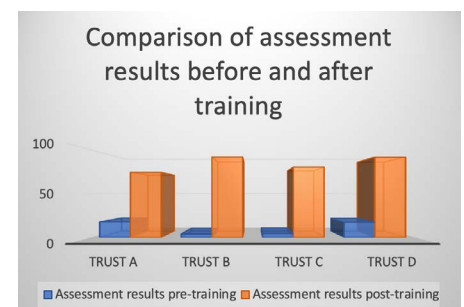
- Access to expert advice and guidance

- Onsite training and procedure support
- Unlimited access to our CPD accredited eLearning and knowledge platform
- Access to best practice guidance at your fingertips
- All materials are available for reference as well as training, online 24x7
- Waiting Times Helpdesk to solve those knotty problems

In easy to consume modules, your staff have access to best practice guidance and the most up to date NHS requirements at any time. Combined with our Waiting Times Helpdesk, we provide support to, and help answer the questions being asked by, those managing and reporting patient waiting lists.

### Staggering performance improvements

On average our eLearning clients see a 73% performance improvement in RTT knowledge compared to before the training. Staggering before and after figures show the disturbing state of current RTT recording practices.



### Avoid patient harm from inaccurate status codes

Staff need to become aware that inaccurately recording RTT and pathway status codes can result in treatment delays, miscommunications, and potential patient harm. Insource RTT eLearning is a simple and effective remedy. Training uniformity is essential if managers are to monitor and manage staff accordingly and ensure those involved in patient pathway management understand fully how and when RTT status codes should be used.

**Benefits include:**

- Reduction in data quality errors
- Accurate data and statutory reporting
- Avoidance of clinical harm through inappropriate pathway management
- Pathway code accuracy for effective patient tracking
- Base data accuracy for trust-wide planning
- Reduction in data validation costs
- Improvement of staff attraction and retention

**Multi-level service agreements**

**Starter Package**

For our starter package Trusts are provided with unlimited access to our eLearning solution along with key additional support, including:

- Unlimited RTT licenses across a Trust
- Quarterly reviews with our patient champion to review progress
- Access to our Silver Waiting Times Helpdesk package which provides unlimited access to expert advice and support on RTT rules via the following:
  - Email helpdesk access
  - Two days onsite support (per year) for RTT training or analysis and review of policies
  - Annual diagnostic review
  - Group RTT clinics
  - Newsletter with latest guidelines and insight

This service offers unlimited email access to you and your entire Trust, providing you with an additional layer of support and information whenever you need it. The Trust will be able to ask questions of our RTT and waiting list experts as and when needed throughout the year.

In addition, RTT help will also include:

- Group RTT Clinics to discuss hot topics, latest guidance and best practice with Insource experts and peers from across the NHS
- A newsletter on latest guidelines with expert insight, opinion and commentary, plus a data quality report on the status of your waiting lists

Onsite support can be used for any of the following activities:

- Onsite/Online RTT training sessions (up to three per day)
- Onsite/Online team RTT queries (helping a cohort of NHS staff with a particular area of challenge i.e., Booking / Scheduling / Diagnostic Booking / Medical Secretaries / Validation queries / Processes / Procedures / Policies)
- Analysing current policies for compliance (Patient Access Policy / Clinic Outcome Forms / SOPs)

**Platinum Package**

Our Platinum Package offers ALL the above, PLUS a full diagnostics service.

**Our five day 'Diagnostic Service':**

- The diagnostic service will review your organisation's ways of working, compliance, and conformity to NHS reporting rules. It provides a complete understanding of your processes and delivers detailed suggestions for immediate and ongoing improvements.

**Total Package**

Combined with our eLearning platform, this package will provide you with the information you need to understand your current position, assess, train and manage your staff, and access to the support you need to deliver sustainable improvements across your service.

**About Insource**

At Insource we bring the power of data to your organisation. Our leading data management platform seamlessly delivers validated, patient-level activity data from across the enterprise through our range of waiting list management, statutory reporting, capacity planning and other applications to help organisations manage their healthcare business more effectively.



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