



Data Quality Audit FAQ

QUESTION	ANSWER
I cannot edit the information in the 'Provider Unmatched' section because there are no edit buttons. Why?	The information in the 'Provider Unmatched' section was supplied by your hospital's Information Department. There is no edit button because we have not been
Everything looks OK in the 'Provider Unmatched' record, but there is no status to select which says that?	If that information is correct, we need to know that a NJR record was submitted for it. Please let us have the NJR reference number & we will check the details. If there is a reason for no NJR record being submitted or the information is incorrect e.g., procedure cancelled, the appropriate status needs to be selected.
We always submit an NJR record for every procedure, but there is no status to say "NJR record submitted" Why?	If you have a NJR reference number for any procedure in the 'Provider Unmatched' section, we can check & try to identify why the records have not matched. It could be something such as an incorrect operation date being entered on the NJR, or the patient saying 'No' to their personal data being held. It could be that the record is in your edit stack. Please check.
What is the PASID?	This is a number generated by the hospital administration system for each episode/patient care spell. It is to ensure each episode is a separate one. This is not a patient identifier and no matching is done using this field.
There are two rows for the same operation in the 'Provider Unmatched' section. Can	No rows can be removed from the 'Provider Unmatched' records as this is information

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<p>Why are records still on the 'Provider Unmatched' screen, even if I have selected a status?</p>	<p>The only times a record will disappear off this screen are: -</p> <ul style="list-style-type: none"> • If the status selected is 'NJR consent refused'. This record will be removed from the audit when it is reprocessed • If a new record has been submitted, or an existing record amended, and the records match, they will reconcile when the audit is reprocessed. Any record previously on 'Provider Unmatched' should move to 'Matched Records'.
<p>Why is the compliance not changing when all the 'Partially Matched' & 'NJR Unmatched' records have been checked?</p>	<p>The only records which affect your compliance are the 'Provider Unmatched' records (ones for which we cannot find a corresponding NJR record). Any changes made to the status of 'NJR Unmatched' records will not affect the</p>
<p>Is there a way of finding out if I have submitted an NJR record?</p>	<p>If you have the NJR ref. number, using the filter function, you can search for it in the audit 'Matched Records', 'Partially Matched' & 'NJR Unmatched' screens.</p> <p>If you cannot find it in the audit, please let us have the NJR reference number and we will look into it for you.</p>
<p>My compliance rate has gone down. Why is that?</p>	<p>If you select "Records do not match" in any record in 'Partially Matched', when the audit is reprocessed, the records will move to 'Provider Unmatched' & 'NJR Unmatched' causing the compliance to go down.</p>