Key takeaways from PCSI costing workshop, Bled May 2024

1. Get started!
2. …and keep going!
3. Importance of people
   o getting buy-in from all those involved
   o training and support
   o senior level buy-in and support
   o maintaining corporate knowledge and continuity
4. Communication and feedback
   o keep talking and feeding back
   o don't let data and information go into a black hole!
5. Proportionality
   o keep it simple, no more complicated than it needs to be
   o don't let the perfect be the enemy of the 'good enough'
   o keep an eye on materiality- focus on getting the big things right
6. Finance and incentives
   o financial support to providers helps but depends what other levers available
   o both financial and non-financial incentives – rewarding engagement of providers
7. Consistency of…
   o Messaging- do what you say you're going to do
   o reporting requirements- don't chop and change
   o methods
8. Costing data will only be as good as the underlying data so try to build and improve the activity and data from other systems eg. radiology.
9. Build the right infrastructure for costing processes and aim for integrated systems
10. Openness and transparency
11. Data quality- apply some face validity checks: if it doesn't look right it probably isn't