Registering a death (to-be overview)

A high-level view of the stages, potential channels, outcomes and capabilities we're considering as part of the high-level to-be journey of registering a death.

Stages

The main stages of 'Registering a death' as a service.

- A stage common in all journeys
- A stage in some journeys

Death	Check	Record	Scrutiny	Issue	Investigate	Register	Arrange & settle	Audits
Someone dies in the hospital or in the community, and the relevant people are made aware.	The proposed cause of death is often checked with the medical examiners office and the bereaved	When confident, the attending practitioner writes a paper MCCD form	The medical examiner office will scrutinise the proposed cause of death	The MCCD is then sent to the local registrars and the bereave know that they can register a death	A death may be referred to a coroner for further investigation at any time	The bereaved or informant can now register the death at a local registry office	The bereaved or informant can now arrange a funeral and settle the deceased estate	

Outcomes

Policy and user outcomes, that align to more detailed user needs

- User need or outcome
- Policy outcome

Death

- Policy MVI Outcome: Provide a better service for the bereaved (TBD)

Check

- Outcome: An attending practitioner can easily check their proposed cause of death

Record

- Outcome: An attending practitioner can easily get advice and guidance on a proposed cause of death and how to record it
- Outcome: An attending practitioner can get the right patient information they need easily
- Outcome: At anytime and anywhere, the right attending practitioners (or when appropriate, the medical examiner) can easily record the proposed cause of death
- Outcome: Attending practitioners feel confident in proposing and recording the right cause of death
- Policy outcome: Improve the quality of cause of death information for public health surveillance
- Policy outcome: Improve the quality and accuracy of medical certificates of cause of death (MCCDs)

Scrutiny

- Outcome: The right medical examiner can access the right cause of death to be reviewed
- Outcome: Medical examiners and medical examiner officers get the data they need to review a cause of death
- Outcome: A medical examiner can propose changes to the cause of death and the attending practitioner can access and make those changes easily.
- Outcome: A medical examiner is confident that the proposed cause of death is accurate and that there has been no malpractice
- Policy outcome: Quicker certification of death and reduces costs (outcome TBD)
- Policy outcome: Allow for the cause of death to be proposed and scrutinised within 24-48 hours after the death (TBD)

Issue

- Outcome: The representative know that the death has been certified and that they can register a death

Investigate

- Outcome: Attending practitioners and medical examiners refer the correct cases to the coroner
- Outcome: Coroners get the information they need to make a decision about whether or not an investigation is needed.
- Policy MVI Outcome: Ensure that the right deaths are referred to a coroner

Register

- Outcome: Registrars get the information they need to to register the death in the within 5 days of the following medical examiner sign off
- Policy Outcome: Rejections of MCCDs by the registrar are reduced (TBD)

Arrange & settle

- Outcome: A funeral director gets all the information they need to make the necessary funeral arrangements
- Policy MVI Outcome: Minimise disruption to registering a death as a service (death management journey) (TBD)

Audits

- Capability: A way for a changes to the proposed cause of death is recorded, stored and tracked for audit purposed
- Capability: A way for all information related to one patient to be easily retrievable for audit purposes
- Policy Outcome: There is a clear, auditable record of the changes made to the proposed cause of death and any advice given
- Policy Outcome: Easier identification of trends and unusual patterns to enable local learning, and changes to practise and procedures
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- Policy MVI Outcome: Strengthen safeguards for the public
- Policy MVI Outcome: Malpractice will be easier to detect

Capabilities

What the service needs to do to support an outcome or need

- Considered in design
- Not considered in design to date

Death

- Capability: A way for bereaved families to learn about the death certification process, what to expect and who's involved

Check

- Capability: A way for attending practitioners to check their proposed cause of death with other the relevant professionals

Record

- Capability: Ways for anyone recording the proposed cause of death to clearly understand how when to complete a form
- Capability: Ways to get advice or information from the relevant professionals about the patient or on the proposed cause of death
- Capability / Prototype: Ways to quickly get the right information about the patient & their medical history to record the proposed cause of death
- Capability: Ways for the right practitioner to easily & accurately record the relevant information needed about any type of death (Underlover 28 days, APHM)
- Capability: Ways for someone else to record the proposed cause of death if the attending practitioner is unavailable? e.g. Not working for the next 4 days
- Capability: Ways for to capture data that informs the national health statistics
- Capability: Ways for attending practitioners to have confidence that they've documented an acceptable cause of death accurately for (MEs/ Registrar/ Funeral Directors)
- Capability: A way for others professionals involved in the patients care to be informed that their patient has died.

Scrutiny

- Capability / Prototype: Ways for MEs and MEOs to be made aware that a proposed cause of death needs to be completed or reviewed
- Capability / Prototype: Ways for the ME or MEO to access the proposed cause of death and confirm that they've reviewed it
- Capability: Ways for MEs and MEOs to be aware of all outstanding cases to be scrutinised and which cases to review first.
- Capability: Ways for MEs and MEOs to securely access or get the information needed to review the proposed cause of death information
- Capability: Ways for medical examiners to propose any changes to the recorded cause of death
- Capability: Ways for the medical examiner to have confidence that the right attending practitioner has made the correct changes to the proposed cause of death.

Issue

- Capability: A way to make the representative aware, in way that suits them, that they can now register the death and what to expect next.
- Capability: A way for the registrar to get the data they need to register a death in a timely manner

Investigate

- Capability: A way for the attending practitioners and medical examiners to have confidence that the correct cases are referred to the coroner

Register

- Capability: A way for a medical examiner or an attending practitioner to be made aware that the proposed cause of death needs to be amended or if it has been rejected

Arrange & settle

- Capability: A way for the funeral directors to get the information they need to make the necessary funeral arrangements
- Capability: A way for the funeral directors to get any missing information they need from attending practitioners or medical examiners