

MPI CLEANUP SERVICES

Patient misidentification is a serious risk in healthcare delivery, one that every healthcare organization must strive to resolve. An average organization's duplicate medical rate is in the 5 percent to 20 percent for a single facility and as high as 40 percent for multi-facility groups and IDNs. Duplicate records impact healthcare delivery in several ways. Clinical care is compromised when a patient's complete and accurate record cannot be accessed in a timely manner. They are at risk due to delays in diagnosis and treatment, unnecessary duplication of tests and negative drug interactions. In addition to the serious clinical care and safety issues presented by duplicate records, operational costs can be significant as resources are expended to investigate and resolve duplicates. The revenue cycle is impacted by delays in billing and collections. Both patient and clinician satisfaction suffer due to repeat testing and service delays. The effectiveness of costly IT initiatives like EHRs, PACS and Health Information Exchanges is severely compromised when duplicate records go unchecked.

Just Associates provides data integrity services that decrease the incidence of patient information duplication and minimize the ongoing costs of maintaining patient data quality. Our company is focused on helping healthcare organizations identify and resolve data integrity issues and ensuring the accurate linking of patient data.

Our approach - We tailor our solutions to meet your specific needs.

Proven MPI Project Methodologies - Our senior consultants and project managers have significant experience in healthcare information and patient identity management, based on their work at healthcare organizations across the country over the past 30 years. Our PMI based project management skills ensure successful completion of your project within budgetary and timeline requirements.

The Best Trained Staff in the Industry - We only use our own employees, never temps. Our dedicated staff of experienced, fully trained Patient Identity Experts (PIEs) go through a rigorous certification process requiring them to demonstrate proficiency in Medical Terminology, HIPAA Privacy and Security Requirements, Medical Records- data flow, Duplicate Validity- determining whether two data sets belong to the same patient, Health Information Management System Fundamentals and Computer Basics. This extensive training is augmented with project specific training. Using our staff to remotely complete our projects minimizes the disruption to your departments and allows us to deliver the highest quality service at a low cost.

Unsurpassed Quality - Quality service begins with using our own highly trained staff. We thoroughly document and test all procedures required for the cleanup project. We follow through by performing 100% QA of all critical processes throughout the project.

HIS Experience - We have worked with all of the major health information systems in use today including: Siemens Invision, Soarian, MedSeries4, Allegra, and EAD; McKesson Star, HealthQuest, Passport, and Precision 2000/TPA; Cerner Millennium and Classic; Epic; Eclipsys; TDS; Meditech; QuadraMed Affinity; GE; IDX. Many of our projects include data reconciliation in ancillary information systems and we have worked with a wide range of ancillary systems as well. We also have experience in working with a number of third-party EMPI applications including Sun eIndex, Quadramed and Initiate Systems where we have applied our expertise to fine tune their record matching algorithms to optimize system performance. Our knowledge of how these systems store and share data allows us to help optimize their data management capabilities and ensure high quality data within your systems.

Workflow and Validity Review Tools - We have developed and use a set of comprehensive tools that allow us to efficiently review potential duplicate sets and manage project workflow. A complete record of all validity decisions is kept and is made available to the client. Our tools are also made available to our clients for use in their ongoing maintenance efforts.

Data Analysis - We believe that the most thorough cleanup projects begin with an external data analysis. Our data analysis services utilize the most advanced duplicate detection software available in today's marketplace. Instead of relying on exact matches of data elements, the algorithms function similarly to a person who reviews the data and intuitively determines that the data elements, while not precisely alike are truly the same. Each person's record, along with all the data elements attached to that individual, is compared with every other record in your database. The algorithms do not rely on a limited set of data fields but rather allow for the addition of any data element in your database that could assist in identifying a possible duplicate. This advanced system provides data analysis results that identify more true duplicates and at the same time has a lower false positive rate than other solutions on the market.

Teaching You How To Fish - As a part of our cleanup services we dig to uncover the root causes of your data integrity issues. We review data integrity reports, system settings and interfaces for clues to the sources of your issues. We conduct Patient Access Assessments to identify ways for your staff to reduce the creation of duplicate records. Our goal is to show you how you can keep your data clean. There is an old proverb: *"Give a man a fish and you feed him for a day. Teach him how to fish and you feed him for life."* At Just Associates, we want to teach you how to fish!!

"I can honestly say that without JA's help we would not have been able to decrease our duplicate patient (record) rate to its current low of 0.3%. ..."

Katherine Lusk, RHIA, Director,
Health Information Management
Children's Medical Center Dallas –
Dallas, TX

About Just Associates

Just Associates is a health data integration consulting firm focused on data integrity. We provide technical consulting services that assess an organization's complete health information environment, including the people, processes and technologies that impact the integrity and accuracy of data captured by, stored within and transmitted across information systems. Our services include: MPI Cleanups, Data Integration and EMPI Consulting and Patient Identity Management Services.

**For more information contact us at: 303-693-4727
Or visit us at: www.justassociates.com**

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M A S T E R I N G P A T I E N T I D E N T I T Y