

PATIENT IDENTITY MANAGEMENT SERVICES

A comprehensive data integrity strategy prevents the creation of new duplicate patient records. Just Associates provides Patient Identity Management Services that focus on the patient registration process. We assist with process improvement, naming conventions, search routines, registration staff training and "Positive Patient Identification" strategies. The result is an improved patient registration process that greatly reduces the creation of duplicate patient records and also improves the level of patient satisfaction.

Duplicate Records' Impact

The impact of duplicate records is felt throughout a healthcare organization. Patients are inconvenienced by delays in registration and the need to provide their information again and again. Financial implications include delays in billing, increased bad debt, revenue cycle inefficiencies and increased exposure to litigation and identity fraud. Expensive IT initiatives like EHRs and PACS implementations can be jeopardized. Patient safety and patient care can be compromised; duplicate tests expose patients to unnecessary risks from X-rays to needle sticks and critical clinical decisions could be made without complete and accurate patient information. Clinician satisfaction is impacted when a patient's complete and accurate medical information cannot be accessed in a timely manner.

Preventing Duplicate Creation

Through our comprehensive Patient Identity Management Services, we determine the causes of your duplicate records and help you develop strategies to prevent data integrity errors in the future. Our process includes:

- A comprehensive process review of all registration and scheduling areas, including review of policies, procedures and training manuals.
- Analyzing user creation rate patterns to identify staff requiring additional training
- Developing policies and implementing procedures such as standard naming conventions.
- Training registration staff to collect more accurate patient data.
- Evaluating multi-system interfaces for accuracy.

Do You Know Your Duplicate Rate?

A typical stand alone healthcare facility can have a duplicate record rate of between 5% and 15%. For large groups or IDNs, the rate can be as high as 40%. While a full scale cleanup will identify and rid your system of duplicates, a comprehensive program should be implemented to reduce the number of new duplicates that are created. While there are several ways that duplicates are created, typically over 60% originate in the patient registration process.

Calculating Your Duplicate Rate

The formulae provided below will help you compute your organization's MPI duplicate rate as well as the duplicate creation rate. Most hospital information systems have tools for detecting and reporting duplicates, however, their capabilities vary. In our experience, the rudimentary algorithms embedded within these systems grossly underestimate a facility's true duplicate rate. An external data analysis using more sophisticated record matching algorithms will provide a more accurate assessment of your true duplicate rate.

FACILITY DUPLICATE EXISTENCE RATE

$$\frac{\text{Total Number of individual duplicate records} \times 100}{\text{Total Number of Records in the MPI Database}}$$

Example: A facility has 25,000 duplicate pairs in the database, involving 50,000 individual records. The database at the time of the analysis contained 500,000 individual records. The duplicate rate is computed by dividing 25,000 by 500,000 and multiplying the result by 100 to obtain the percent result. In this example the rate is 5%:

$$\frac{25,000 \text{ duplicate records} \times 100}{500,000} = 5\%$$

FACILITY DUPLICATE CREATION RATE

$$\frac{\text{Total Number of individual duplicate records for a given time period} \times 100}{\text{Total Number of Registrations, Pre-registration and or Scheduling Events for the same time period}}$$

Example: In one month, 150 duplicate records were created. The facility has 10,000 inpatient and outpatient pre-registration and admissions per month. The duplicate creation rate is computed by dividing 150 by 10,000 and multiplying that result by 100, for a creation rate of 1.5%:

$$\frac{150 \text{ duplicate records} \times 100}{10,000} = 1.5\%$$

"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. Other services include: MPI cleanups, data integration and EMPI consulting services.

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