

# Large Teaching Hospital

## Challenges

Maintaining a clean MPI was hampered by technical limitations that prevented ongoing electronic merging of duplicates between its clinical systems. Epic Identity's out-of-the-box algorithm settings resulted in sub-optimal identification of duplicate patient records:

- A high number of false alarms required manual evaluation. False alarms are records that are identified by the system as being a possible duplicate when, upon further validation, they are proven to not belong to the same patient.
- A significant number of false-negatives resulted in undetected duplicate records in the MPI. A False negative is a duplicate pair that was missed by the patient matching algorithm.

## Solutions

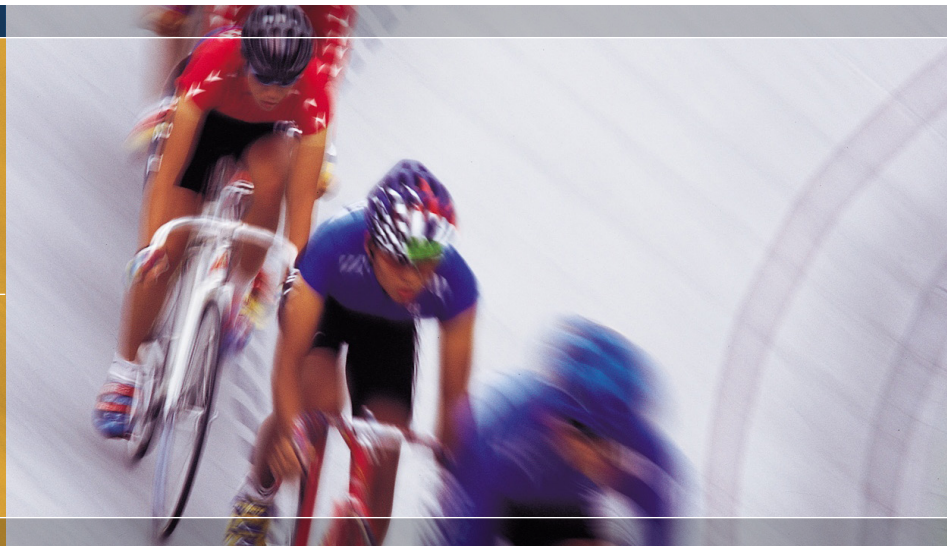
*IDOptimize*® from Just Associates, is a unique service that optimizes a facility's Epic Identity Duplicate Configuration (IDC) settings to improve the accuracy of duplicate record identification. The result is greater data integrity and a higher level of patient care and safety. *IDOptimize* leverages Just Associates' deep knowledge of patient matching and industry systems to:

- Improve patient matching performance
- Reduce false alarms
- Enhance data integrity operational efficiencies

## Studies in Success

### Large Teaching Hospital

Enhances patient matching accuracy with *IDOptimize*®



## Results

Compared to Epic Identity's out-of-the-box settings configurations at this facility, Just Associates' recommended settings:

- Identified 40% more real duplicates
- Reduced the false alarm rate by 38%
- Missed fewer than 1% of the possible duplicate pairs identified by Epic

This dramatic improvement in accurate duplicate identification translates to enhanced overall EMPI data integrity and improved patient care and safety as more "true" duplicate patient records can be identified, resolved and combined under one MRN.



## About Just Associates

Just Associates provides consulting services that decrease data integrity issues and minimize the ongoing costs of maintaining patient data quality. We focus on helping healthcare organizations identify and resolve these issues and ensure accurate patient matching.

## Methodology

A two-phase analysis was performed to determine how *IDOptimize* impacted duplicate patient identification. In Phase 1, a duplicate report was run using Epic's current IDC settings. Possible duplicate pairs were evaluated to determine the appropriate validity decisions based on Just Associate's internal guidelines. Validity decisions included: Yes, (a confirmed duplicate), No, (a confirmed non-duplicate or False Alarm), and Maybe, (a pair requiring additional research).

In Phase 2, Just Associates' recommended IDC settings were substituted and the duplicate report was run again. The same validity decision protocol was followed and pairs were placed into Yes, No or Maybe categories.

The output from the two phases was compared. The Just Associates' settings resulted in the identification of 40% more confirmed duplicates. This means that more duplicate records can be resolved and removed from the system resulting in improved overall data integrity and patient safety. At the same time there were 38% fewer False Alarms identified. This means that hospital staff spend more time reviewing likely duplicate records and less time reviewing unlikely duplicate records.

Just Associates' *IDOptimize* service can improve patient matching performance which will improve overall data integrity and patient care while providing operational efficiencies. The performance metrics noted above are based on one facility's experience. Actual performance improvement results will vary and can be influenced by your initial IDC settings and the quality of the data within your system.

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