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PIH Health Hospital Taps Just Associates' Repair™ for Outsourced MPI Maintenance

Remote monitoring service speeds identification, elimination of duplicate and overlaid patient records for improved data integrity

CENTENNIAL, Colo. – Oct. 16, 2012 – [Just Associates, Inc.](http://www.justassociates.com), a consulting firm specializing in data integrity and data quality solutions for healthcare organizations, announced today that it will deploy [Repair™](#) at PIH Health (formerly Presbyterian Intercommunity Hospital) to provide the facility with remote master patient index (MPI) management services.

Part of the firm's comprehensive outsourced patient identity management suite, Repair leverages Just Associates' highly trained staff and proprietary [IDMaster® duplicate workflow software](#) for cost-effective ongoing management of the duplicate validation and reconciliation process. Previously, the firm provided comprehensive [MPI clean-up](#) services to PIH Health in preparation for deployment of an enterprise-wide electronic MPI system that receives and links patient information between PIH Health Hospital and approximately 101 primary care and specialty care physicians and 23 advanced practice professionals.

“Just Associates was instrumental in ensuring the integrity of patient data in our MPI and all downstream systems. That experience and their familiarity with PIH Health's systems made the decision to turn ongoing MPI maintenance over to them an easy one,” said Lois Miller, RHIA, director of health information management, PIH Health. “Not only will Repair ensure rapid elimination of any new duplicates, but its business intelligence tools and the expertise of the Just Associates team will allow us to target resources to ensure any weaknesses in training, workflows and processes are addressed.”

Utilizing Repair provides PIH Health with a number of significant benefits over internal MPI management, including:

- An experienced team providing efficient duplicate validation and eradication seven days a week
- Ongoing monitoring to prevent new duplicate records and other issues from negatively impacting data integrity
- Elimination of backlogs, overflows and staffing challenges, such as turnover and leave time, that impact productivity levels

- Significant cost savings or cost-neutral expenses by eliminating the need to recruit, train and retain qualified internal staff
- A more accurate count of unique patients to accelerate compliance with several key meaningful use criteria

“A duplicate-free MPI is crucial for an effective data integrity strategy,” said Beth Just, MBA, RHIA, FAHIMA, Just Associates’ CEO and president. “The power of Repair coupled with our data integrity experts will ensure that PIH Health’s clinicians have access to accurate patient information, which will help drive patient safety and quality care.”

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About Just Associates, Inc.

A recognized leader in health information data integrity and management, Just Associates, Inc. (www.justassociates.com) is a healthcare data integration consulting firm that delivers superior value to its clients through improved data integrity. Just Associates has the process expertise and systems knowledge to deliver tailored, value-added solutions that improve clients’ financial outcomes and business processes, support delivery of quality patient care, and meet the expectations of diverse stakeholders through improved data integrity.

About PIH Health

PIH Health is a nonprofit 501(c)(3) regional healthcare delivery network that was founded in 1959 by volunteers who went door to door with coffee cans to raise funds to build a local healthcare facility. Over 50 years later, PIH Health has maintained that same sense of community and family-like culture where patients are the top priority, and employees and volunteers are proud to be affiliated with such an organization. PIH Health serves residents of LA and Orange Counties, as well as the San Gabriel Valley area, offering a wide range of services, including utilization of primary care teams to provide general medicine and preventative care, access to emergency and urgent care, home health services and hospice, and a network of over 180 specialists in accessible and welcoming neighborhood locations. PIH Health is committed to remaining at the forefront of healthcare advances, including technology, equipment and top-notch facilities and amenities to benefit patients and staff alike. Its highly trained and compassionate physicians, nurses, clinicians, staff and volunteers work tirelessly and collaboratively every day to be the communities’ health and wellness partner. Those who are interested in supporting PIH Health in carrying out its charitable purpose are invited to make an in-kind gift by visiting PIHHealth.org and clicking the “Donate Now” button or calling the PIH Health Foundation at 562.698.0811 Ext. 14120.