Identity Optimization Services

Improving the Integrity of Your Patient Data

Through our years of providing data integrity services to EPIC clients we have developed a keen understanding of EPIC Identity. We leverage this knowledge to optimize EPIC’s performance in your environment and improve the integrity of your data. We can help you identify more true duplicates, reduce the creation of new duplicates and help you manage the data.

Improving Duplicate Detection

Identity Duplicate Configuration (IDC) Settings
Using Just Associates’ recommended values results in a higher volume of real matches while reducing the number of incorrect matches, or false positives.

Determining Optimal High and Low Thresholds
When the High Threshold is set too low, the risk of two different individuals being inappropriately auto-linked is increased. Too low a setting of the Low Threshold results in an increase in possible matches that turn out to be two different individuals (false positives), but still require staff time to evaluate.

Analysis of Nickname Table
By adding a more robust list and removing inappropriate nicknames EPIC Identity will identify more real matches and fewer false positive matches when performing a patient search or in populating potential matches in the Duplicate Patient report.

Creation of Exclusion Lists
Excluding default or invalid data from the search parameters will reduce your staff's workload by reducing the unnecessary review of obvious false positive matches.

Creating Custom Groups of Properties
Identity comes with standard properties for duplicate matching. Identity’s overall record matching performance can be improved by using the Identity Duplicate Configuration (IDC) to define custom properties. This widens the duplicate search and can result in identifying more potential duplicates.

Reducing the Creation of Duplicates

Defining Standards for Patient Searches in EPIC
Defining standard routines for patient searches improves the searchers’ ability to more accurately locate the desired patient and reduces the likelihood of creating a duplicate record or a patient overlay.

Policy Development for Patient Identity Data Collection
Consistency in entering patient identity data, such as the patient’s name has a significant impact on finding the correct patient’s record and can reduce duplicate creation.

Standardizing Naming Conventions
Adhering to standard naming conventions reduces data integrity errors. When standards are applied it is easier to find the correct record at a later time. Consistency in data capture is the key.

Defining Duplicate Warning Reasons
Registrars can be held accountable for their record selection decisions and the organization can aggregate data on why a registrar created the duplicate record. This information can assist with on-going training efforts.
Maintaining the Accuracy and Integrity of Patient Data

Setup of Custom Possible Duplicate Report
Just Associates uses specific fields when validating possible duplicates. Using these fields on a custom report improves the efficiency of the validation procedure, with fewer possible pairs requiring research beyond the duplicate report.

Creation of EPIC Work Queues
Special work (error) queues can be set up in EPIC to “bucket” different types of errors resulting from inbound transactions or from a direct EPIC user. Developing specific error queues facilitates quick identification and resolution of transactions that may compromise the accuracy of the patient’s medical record and makes the duplicate record cleanup process more efficient.

Incoming Transaction Error Settings
We provide expert guidance on the types of data discrepancies that should cause transactions to fail, or those that will be accepted but just reported. Timely working of these errors keeps patient records complete and increases their accuracy.

Improving Patient Overlay Identification
When two patient records are incorrectly combined together (i.e. Overlaid), critical clinical information may be intermingled which can likely create confusion and may negatively impact care decisions. By utilizing the Identity demographic change reports, ongoing procedures can be implemented to assist in identifying patient overlays much earlier and to alert care team members of existing overlays during the patient’s stay.

Results
Just Associates’ EPIC Identity Optimization services result in improved data integrity. EPIC’s out of the box configurations can be adjusted to improve system performance. Our optimization strategies result in your system identifying more true duplicates while at the same time reducing the number of false positives that the system identifies. We can also show you how to more efficiently maintain the accuracy of your patient data.

ABOUT JUST ASSOCIATES, INC.
Just Associates is a healthcare data integrity consulting firm that delivers superior value to our clients through improved data integrity. We have the process expertise and systems knowledge to deliver tailored, value-added solutions that improve your financial outcomes and business processes, support delivery of quality patient care, and meet your diverse stakeholders’ expectations through improved data integrity. Our services include: MPI Cleanup, Data Integration/Migration Consulting, MPI/EMPI and HIE Consulting, Outsourced MPI Management and Patient Access Consulting.

For more information call 303.693.4727 or visit us at www.justassociates.com

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