# MPI Clean-up

Patient misidentification is a serious risk in healthcare delivery and every healthcare organization must strive to reduce problem records. An average organization's duplicate medical record rate is in the 5 to 20 percent range for a single facility and as high as 40 percent for multi-facility groups and IDNs. Duplicate records impact healthcare delivery in several ways.

When a patient's complete and accurate record cannot be accessed in a timely manner, clinical care can be compromised. Patients are at risk due to delays in diagnosis and treatment, unnecessary duplication of tests and adverse drug interactions. In addition to the serious care and safety issues presented by duplicate records, operational costs can be significant as resources are expended to investigate and resolve the issues. Delays in billing and collections and decreases in patient and clinician satisfaction occur due to repeated testing and service delays.

Additionally, duplicate records compromise the effectiveness of costly IT initiatives like EHRs, PACS and Health Information Exchanges when left unchecked. Finally, demonstrating Meaningful Use can be accelerated with a more accurate count of unique patient records in a hospital's systems, and efforts to integrate systems, aggregate data and disseminate reports by ACOs are more successful when the information itself is accurate.

MPI Clean-Up

ID*Manage*®
Ongoing, Outsourced MPI Management

Data Integrity Consulting

HIPAA Privacy

## Just Associates
### MASTERING PATIENT IDENTITY

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.

> "Ultimately, Just Associates addressed and resolved over 75,000 duplicate records from multiple systems. One discovery lead to another and another, so the clean-up process was done in three separate phases. It took some time, but the integrity of our data has improved dramatically."

**Karen Clark**
*Systems Director, HIM*
CHRISTUS Health



As a part of our clean-up services we dig to uncover the root causes of your patient matching issues. We review data integrity reports, system settings and interfaces for clues to the sources of your issues. We also 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 that says, "*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!

## Our Comprehensive Approach

### Proven MPI Project Methodologies

Our PMI-based project management skills and in-depth knowledge of industry best practices ensure successful completion of your project within budgetary and timeline requirements.

### The Best Trained Staff in the Industry

We have a dedicated staff of experienced, internally trained Patient Identity Experts, and our clients receive the benefits that only the top healthcare data professionals can offer. Our employees work exclusively for us, which means they are trained and ready when you are. Our rigorous certification program, ID*Certify*™, requires demonstrated proficiency in medical terminology, HIPAA privacy requirements, medical records data flow, duplicate record validity, and health information management system fundamentals. What's more, our "work-remote" philosophy minimizes disruption to your departments and enables us to deliver a high quality service in a cost effective manner.

### Unsurpassed Quality

We thoroughly document and test all procedures required for a clean-up project, and all critical work performed throughout the project is subject to a comprehensive QA process. Our focus on quality has contributed to our reputation as the best in the industry.

## Tools and Technology

### ID*Master*®

Our proprietary duplicate record workflow software allows our staff to efficiently review possible duplicate record sets. Questionable matches are segregated for additional research in the client's secondary systems or third party data sources. Confirmed duplicates are queued up for merging in primary and secondary systems. ID*Master* incorporates strict QA protocols throughout the process and also generates production, productivity and summary statistics. Our industry-leading data integrity experts utilize ID*Master* to provide a complete, outsourced MPI management solution.

### Data Analysis

We 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 record, along with all the individual 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 with a lower false alarm rate than other solutions in the marketplace.

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