

If you have multiple EMRs, you have multiple mismatched patient records

Duplicate patient records impact patient care and productivity

Mismatched Records are Pervasive

Multiple EMRs = multiple patient records for the SAME patient.
If you register patients in multiple systems, you have duplicate patient records.

Nearly **25%** of EMR-based
MPIs have duplicate rates
that far exceed **10%**¹

Best practice
duplicate
rate is below
5%²



Mismatched Records are Costly

Duplicate records cost the organization beyond time and materials (T&M): billing errors, accounts receivable problems, care delays and duplicate testing also add to the cost of duplicate records.



The average cost
in T&M to correct
a duplicate record
\$96³

Repeat tests and treatment delays associated
with duplicate records added
\$1100 to the cost of care⁴

Mismatched Records Affect Quality of Care

Nearly one-fifth of hospital CIOs say they can attribute at least one adverse event to a patient mismatch within the last year.⁵



Duplicate records impacted
the quality of care in
4%
of cases⁶

Mismatched Records Damage Your Reputation



Duplicate medical records lead to:

- Poor communications between healthcare providers and their patients
- Higher risk of missing important laboratory results
- Higher likelihood that patients are subjected to unnecessary testing
- Negative litigation outcomes and higher malpractice costs
- Negative patient experiences that lower HCAPS scores

Relying on Your EMR Does Not Work

A common mistake is over-reliance on the data-matching algorithms embedded within business or clinical systems. An ONC survey of EMR-based MPIs found wide variance in quality and effectiveness of patient matching capabilities.⁷

An EMR with a poorly maintained or
dirty
MPI will contaminate all other linked systems

Nearly **1/3** of hospital
CIOs were unsure how their
exchange partner was
approaching data matching⁸



A True EMPI Across All Your Systems is Essential

A true Enterprise Master Patient Index provides accurate identification of the patient and links all related information to that patient **within** and **across all systems**.



The ONC SAFER Guides recommend the implementation of an EMPI across all areas of the organization.⁹

An EMPI supports a
360°
view of the patient's record
across all venues of care

Summary

Accurate patient identification is a key¹⁰ to achieving the Triple Aim and enables the success of all strategic initiatives. Patient-centric care, population health, accountable care, patient engagement and value-based reimbursement are just buzzwords without effective patient identity management.



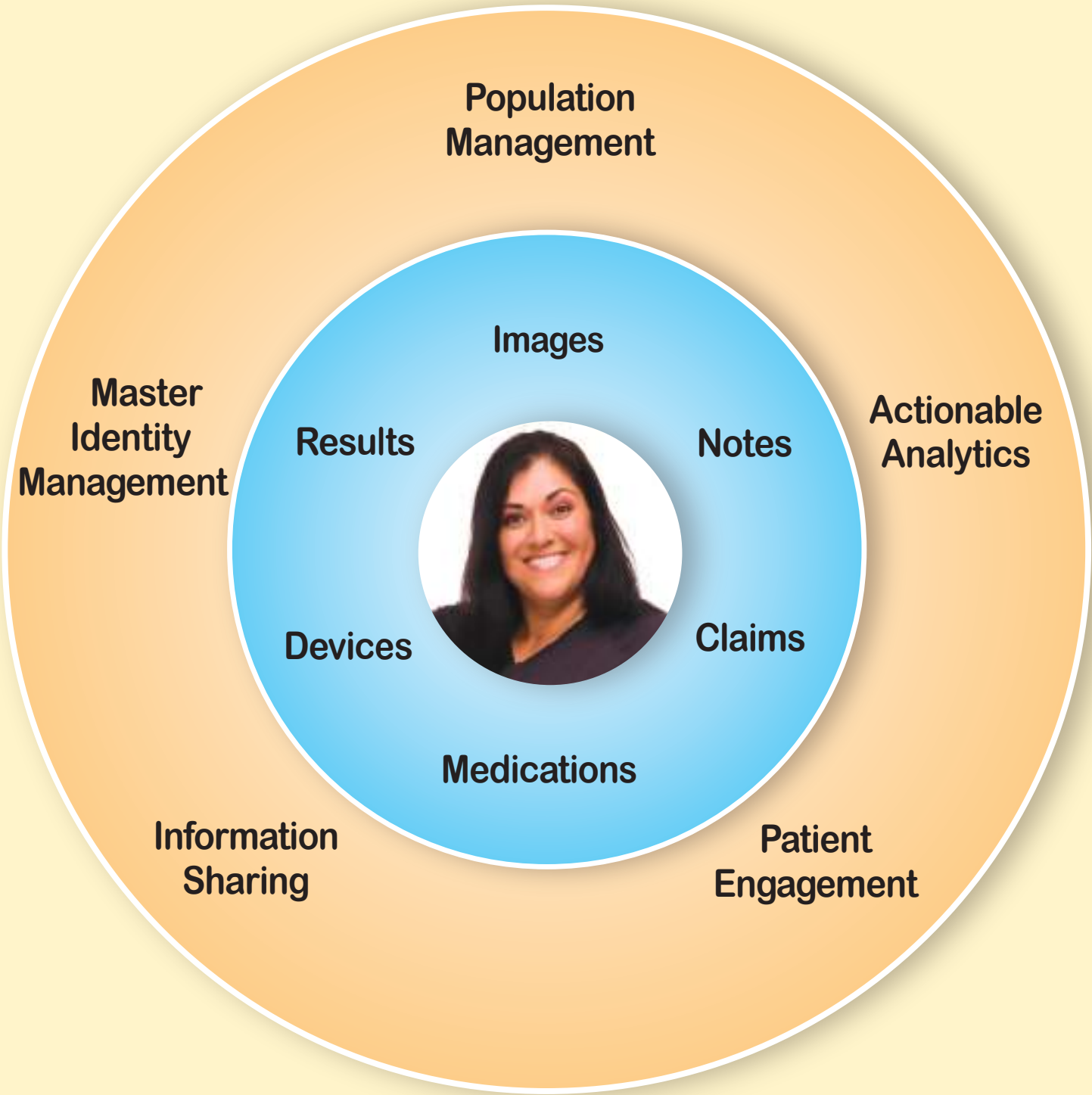
HeathShare Patient Index

The Patient Identity Solution

InterSystems HealthShare Patient® Index provides an automated solution to the challenges of identity management. Embedded within provider workflows, it can recognize the creation of a duplicate record and trigger corrective action to protect against medical errors or adverse events. Within an information exchange, advanced probabilistic and deterministic logic supports the efficient and automatic creation of accurate, comprehensive, multi-source patient records.

*“Patient matching is the main reason we went with HealthShare in the first place. It has become our EMPI across all of our different EMRs.”*¹¹

KLAS Comments - Director/Physician Oct 2015



HealthShare Patient Index is part of the HealthShare family of unified products that enable your organization to capture health-related information from everyone involved, share that information among everyone in the care process, analyze and understand all of the information, and act on that understanding to drive improvements in care and efficiency.

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