MPI Cleanup Services

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.

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

"I can honestly say that without JA's help we would not have been able to decrease our duplicate patient (record) rate to its current low of 0.3%…"

Katherine Lusk,
RHIA, Director, Health Information Management,
Children's Medical Center Dallas – Dallas, TX

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 (PIEs), 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 process requires demonstrated proficiency in medical terminology, HIPAA privacy and security 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 the best service in a cost effective manner.*

● *Unsurpassed Quality – Quality service is at the forefront of our minds. In fact, we thoroughly document and test all procedures required for a cleanup project, and all critical work performed throughout the project is subject to a comprehensive QA process.*

Our Health Information System Experience

We have worked with all of the major health information and ancillary systems in use today including: Siemens, McKesson, Cerner, Epic, Eclipsys, TDS, Meditech, QuadraMed, Affinity, GE, IDX, Sunquest, Phillips, SoftMed, 3M and many others. We also have mastered the algorithm tuning needed in several third-party EMPI applications including Sun e-Index, QuadraMed and IBM (Initiate Systems). Our knowledge of how these systems and virtually all HIE systems store and share data allows us to help optimize their data management capabilities and ensure high-quality data within your systems.

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

Just Associates
MASTERING PATIENT IDENTITY

Our Tools and Technology

Workflow and Validity Review Tools – Our comprehensive record-matching algorithms combined with ID*Master*®, our proprietary duplicate record workflow tool allow us to efficiently review potential duplicate record sets and drive a complete resolution process. Our industry-leading data integrity experts utilize IDMaster to provide a complete, outsourced MPI management solution. Alternatively, IDMaster is available for your own in-house maintenance efforts.

Data Analysis - We believe that a thorough cleanup project should begin with an external data analysis. Therefore, 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 lower false positive rates than other solutions in the marketplace.

Our Philosophy

Teaching You How To Fish - As a part of our cleanup services we dig to uncover the root causes of your data integrity 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!

"I was amazed at how thorough the pre-planning for this cleanup project was. Just Associates thought of everything! I answered their questions and they got to work and got it done- on time and within budget. A very painless effort on my part! Just Associates also developed procedures for our future use in keeping our data clean."

Jennifer Stone, RHIA, Director,
Health Information Management,
Woodland Heights Medical Center

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. Our new software solution, IDMaster® helps you put workflow processes and controls in place to resolve duplicate records quickly.

"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 3 separate phases. It took some time, but the integrity of our data has improved dramatically."

Karen Clark, System Director, HIM,
CHRISTUS Health

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