Data Integrity Team Considerations & Benefits of Centralization

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Learning Objectives

• **Review** data integrity team functions and challenges
• **Understand** operational considerations for centralizing efforts
• **Hear** about steps to mitigate issues and improve MPI data integrity team management
WHO IS MANAGING MPI TEAM or WORKING ON A TEAM?
EMPI Data Integrity – Why Important?

- Backbone – EHR
- Quality of Care
- Patient Safety
- Operational Impacts
- Financial Impacts
- Health Information Exchange
EMPI Data Integrity – Why Important?

- Effective exchange of medical information relies on providers trusting that each patient has one unique MRN.
- Management of a high-quality electronic health record and all its downstream systems requires constant oversight and timely correction of data integrity problems.
HIM MPI Oversight

- MPI data stewardship policies
- MPI system access approvals
- Design/testing MPI ADT interfaces
- Contributor – patient access procedures & training
- Matching algorithm design/testing
- HIE liaison / integration & policies
- Contact - safety/risk events
Key Functions – Data Integrity Team

- Duplicate research/resolution
- Overlay research/resolution
- Tracking MPI errors
- Communicating merges & error trends
- Data integrity work queues
- Interface errors
- Hotline management
EHR CORRECTIONS

- Clinical conversion (CCDA) errors
- Analysis/correction - data sync errors
- Help desk tickets
- Note type corrections
- Notes signed – incorrect provider
- Notes documented – incorrect patient
- Pended notes – review/reporting
Environmental Pressures

IT / EHR Projects

Mergers/Acquisitions

Registration Time Pressures / High Turnover Rates

Budget Constraints Do More with Less

Goal: Clean MPI
DI Team Challenges

- Increased staff expectations
- Multiple, competing priorities
- Increase # systems
- Increase – work complexity
- Delays/Hand-offs
- 24/7 On-Call Responsibility
- Ambulatory clinics (different operation)
Value – Centralized Team
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~ Holistic View of Patient Information ~
Value – Centralized Team

➢ Establishes standardized process to manage data integrity/chart correction events

➢ Creates consistent guidance for responses to requests across enterprise

➢ Provides mechanism to evaluate and implement chart correction utilities
Value – Centralized Team

- Consistent MRN survivorship
- Fosters ownership/accountability
- Enables cross-training
- Central point of contact (errors)
- Consistent stats reporting
- Comprehensive analytics
- Managing HIE issues/ errors returned
- Universal view of algorithm results
**Calculations:**

- Hourly Rate X Min – Steps 1,2,3... (Research, Emails, Chart Pulls /Combines, Merging, etc.)

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<thead>
<tr>
<th>De-Centralized</th>
<th>Centralized</th>
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<td>FTE’s</td>
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<tr>
<td>Duplicate Reconciliation Cost/Task</td>
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Staffing/ Cost Projections (example)

**Decentralized Model**
- 15 FTE’s (All DI Team Work)
- Duplicate Reconciliation Cost
  - $20.13/task

**Centralized Model**
- 7 FTE’s (All DI Team Work)
- Duplicate Reconciliation Cost
  - $11.50/task
Assessment to support Centralization

➢ Current workflows/ timeframes
➢ Identify key dependencies / delays
➢ Evaluate systems utilized for duplicate resolution
➢ Catalog tasks not being addressed
➢ Necessity - physical chart combines
➢ Patient experience impacts
Operational Considerations

- Define roles
- HR involvement
- Identify tasks to remain decentralized
- Communication plan
- Staff training
- Enterprise procedural development
Prioritization
Duplicate Reconciliation Tasks

1. Addressing urgent duplicate requests (patients currently being treated or held for surgery)
2. Resolving high-weighted pairs with current visits (i.e. active patients)
3. Continue resolving pairs from highest weights to lowest weights
4. Segmenting/resolving “Maybe” pairs where a definitive decision cannot be made
5. Resolving/flagging “No” pairs that are definitely not the same person
Data Governance

Enterprise Data Integrity Team
➢ Stakeholder collaboration/oversight of patient identity issues

May invite: HIM, Patient Access, Emergency Services; Laboratory Services; Information Services, QA/Risk, Security, Patient Care Services, Practice Management, etc.

Possible Topics:
- Review Overlays and “own” Correction Plan
- Standards/protocols – chart correction efforts
- Track/discuss Medical Identity Theft/Fraud Incidents
- Patient Portal Access Issues
- Test Patient Issues
- Data Integrity Dashboard Review
- Data Conversion Planning
Corporate HIM Model - Benefits

Beyond MPI Management…

➢ Large VA health system (15 hospitals): cost benefit $2.3M

➢ Large CO health system (8 hospitals): Cost benefit $4.6M
Questions/Discussion

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