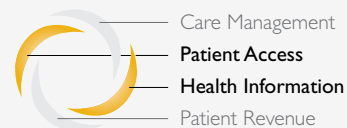


GASTON MEMORIAL STREAMLINES MPI INTEGRITY

CASE STUDY

Gaston Memorial
Gastonia, North Carolina

QuadraMed Care-Based Revenue Cycle Solutions



Gaston Memorial Hospital is a 435-bed acute care facility in Gastonia, North Carolina. The hospital includes off-site radiology facilities, a pain center and a wound center, and processes an average of 318,300 registrations annually.

Challenge:

The HIM staff and MPI performance improvement teams at Gaston Memorial identified a continuing problem with duplicate medical records. In 2002, the staff began work on a solution.

Gaston Memorial's existing information system did not have the functionality to identify more than a small number of duplicate medical records. On average, about 220 duplicates were identified per month by the radiology and laboratory departments. The medical records staff performed manual corrections of the duplicates reported by these and other departments. They estimated there were actually over 2,100 duplicates generated each month, about 8 percent of the 26,500 registrations.

The cost to clean up a duplicate record in-house was \$8.96. For the 220 duplicate sets identified each month, corrections required more than 1,750 employee hours and cost up to \$23,654 annually. To correct the actual number of 2,100 duplicate records created each month would require almost 17,000 hours annually at a cost of over \$250,000.

Data indicate that the QuadraMed solution is actually preventing creation of approximately 2,000 duplicate records each month... The duplicate creation rate has dropped from an initial estimate of 8 percent to 0.49 percent.

A long-term solution and a system-wide MPI clean up were needed. Applying the cost to correct a duplicate record to the estimated backlog of 15,000 duplicates would have required at least \$135,000 and 10,000 staff hours. Those figures did not include resources for planning and project management, nor those required to stay current with daily reports of duplicates. An in-house approach, therefore, was not the answer.

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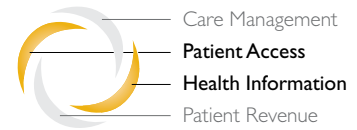
Solution:

Realizing that an in-house approach was not a viable solution, Gaston Memorial selected QuadraMed's Smart Identity Management Solutions™, which included MPI Cleanup Services and Identity Management Software. QuadraMed performed a SmartScan® analysis of the hospital's MPI system and found that it contained approximately 20,000 duplicate record sets.

MPI became the first project funded in a five-year plan to implement a new healthcare information system. In 2004, QuadraMed performed a second detailed system analysis, verifying 20,000 duplicate record sets – more than 8 percent of the total patient records.

QuadraMed completed a virtually painless four-month MPI Cleanup project to merge the nearly 20,000 duplicates in the hospital information system, medical records software, and laboratory and radiology systems. Implementation of the MPI product suite began in conjunction with the clean-up project, and the identity management software went live in April 2005. To automate the merge process, MPIspy®, with SmartMerge®, was interfaced with the hospital's information system. SmartID® was integrated with the registration pathways to improve patient identification and reduce the creation of new duplicates.

QuadraMed's Smart Identity Management Solutions improved Gaston Memorial's data integrity by providing tools that reduce duplicate record creation on the front end and tools to manage any corrections on the back end. When a rare duplicate is created, it is reported immediately, corrected in a timely manner, and other ancillary systems are notified of the merged information. An audit trail provides information about new duplicates, which serves as feedback to registration staff for on-going education. With QuadraMed software, Gaston Memorial now has improved patient searching, duplicate reporting, and automated duplicate resolution tools.



Results:

Data indicate that the QuadraMed solution is actually preventing creation of approximately 2,000 duplicate records each month. That represents a savings of over \$200,000 per year in manual correction costs alone.

The duplicate creation rate has dropped from an initial estimate of 8 percent to 0.49 percent. In the most recent system survey, only 54 unresolved pairs were identified in the entire database, an “existence” duplicate rate of only 0.013 percent across the enterprise.

There are other less tangible benefits that patients and staff receive on a daily basis, such as risk mitigation, for example. Clinicians are confident they have the one and only medical record for each patient for better decision making and quality outcomes.

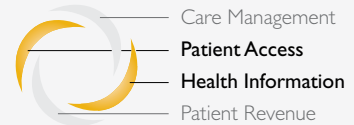
Registration has been streamlined for both staff and patients. QuadraMed SmartID leads staff through a process that helps to eliminate duplicate records at the hospital’s 15 on- and off-site registration portals with approximately 200 registrars. Patients report greater satisfaction with the process. Many were reluctant to provide their Social Security Number for identification in an open area. That is no longer necessary because in most instances, the patient’s name is all that is needed for identification.

At Gaston Memorial, the pain of a manual clean-up process and the lack of a front end system to identify duplicate medical records became unmanageable. QuadraMed Smart Identity Management Solutions and Gaston’s process changes have enabled its staff to effectively manage MPI data quality. Today, each patient has a unique identifier, every medical record is consistent in every system, and patient information is accessible across the hospital and remote locations as well.

GASTON MEMORIAL STREAMLINES MPI INTEGRITY

CASE STUDY

QuadraMed Care-Based Revenue Cycle Solutions



QuadraMed Care-Based Revenue Cycle Solutions

Transforming Quality Care into Cash.



QuadraMed Care-Based Revenue Cycle™ solutions optimize the healthcare process by linking clinical and documentation elements with the revenue cycle. These solutions provide an end to end framework to support positive patient identification, patient access, care management, health information management, and revenue cycle management helping clients achieve quality care and positive financial outcomes.

QuadraMed Care-Based Revenue Cycle solutions improve the entire patient experience and enable healthcare organizations to leverage their quality care to achieve measurable improvements in clinical and financial success.