



Sibley Memorial Reduces Problem Medical Record Generation from 17.6 to 0.3% with QuadraMed's Smart Identity Management Solutions and Cleanup Services

SIBLEY MEMORIAL HOSPITAL

SITUATION OVERVIEW

CHALLENGE

- Enhance patient safety
- Enable conversion to an EMR
- Implement a long-term EMPI solution
- Minimize the number of new duplicate and ghost medical records
- Improve staff efficiency and satisfaction

SOLUTION

- QuadraMed Smart Identity Management Solutions and MPI Cleanup Services

RESULTS

- Duplicate medical records identified and merged
- Clean database ready for QCPR implementation
- PreciseID, MPIspy and SmartMerge installed
- 0.3% or less of new records require merging or clearing
- Registration time reduced; duplicate record creation minimized

Sibley Memorial Hospital is one of the most highly recognized healthcare providers in the Washington, DC metropolitan area. The hospital is currently moving toward full implementation of an electronic medical record (EMR) that will help Sibley meet Meaningful Use criteria.

The best way to prepare for an EMR is to develop an Identity Management Program that includes an Enterprise Master Patient Index (EMPI) cleanup, followed by the implementation of an EMPI system. The cleanup identifies problem patient medical records within the organization's database and merges duplicate records to create a single, complete record for each patient. The EMPI applications help prevent the creation of new duplicate records and quickly detect and correct any such records that may be created moving forward.

"Patient safety is always at the top of our list," said Margaret Pitotti, RHIT/CCS, Assistant Director, HIM Department at Sibley Memorial. "We knew there were issues with duplicate records in our system. Before installing an EMR, and to effectively use products that would detect and reduce the number of new duplicates we create, we needed to have the cleanest database possible."

Sibley Memorial and QuadraMed have a long-term relationship that began in 1994 with installation of an Affinity revenue cycle management system. In 2008, Sibley purchased the QuadraMed Computerized Patient Record (QCPR) system as the hospital's EMR, and again chose QuadraMed for its EMPI project, which included QuadraMed Smart Identity Management Solutions and related MPI Cleanup Services.

THE CLEANUP PROCESS

The project began when QuadraMed assigned a team of HIM professionals to perform an analysis of Sibley Memorial's database. For this phase, the team used QuadraMed's

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case study

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SmartScan data assessment tool, which features a proprietary probabilistic matching algorithm known as SmartPal that has a 98 percent accuracy rate. They found that 127,260 of the 724,939 total records, or 17.6 percent in the database were problem records. Of these, 8,598 were duplicate sets; patient-to-patient matches where each record contained a medical record number (MRN). The remainder included non-patient and what the hospital calls “ghost records,” none of which had MRNs. Most of these ghost records had been created as part of the pre-registration process for outpatient or surgical services, and for which there was no actual utilization of the scheduled visit due to no-shows, cancellations or identification of an existing MSN for that patient.

Using another unique tool, QuadraMed SmartMerge, the team proceeded with the cleanup, completing the project in six weeks. Several additional weeks were then added to enable QuadraMed’s MPI services team to evaluate and merge MRNs in the separate laboratory system.

“We were very pleased with the results, and I’m grateful we used QuadraMed instead of attempting to do this project internally,” Pitotti said. “A single, clean record helps to eliminate issues that can lead to serious problems, such as a blood type cross and match or allergies that appear in a duplicate record, but may not appear in the record with the correct MRN.”

MAINTAINING DATABASE INTEGRITY

After completing the cleanup, Sibley installed a suite of QuadraMed Smart Identity Solutions – PrecisID, MPIspy and SmartMerge for use primarily by Registration and HIM staff.

SIBLEY MEMORIAL HOSPITAL AT A GLANCE:

328-bed acute care community hospital

17,313 annual inpatients

62,589 annual outpatients

23,780 annual ED visits

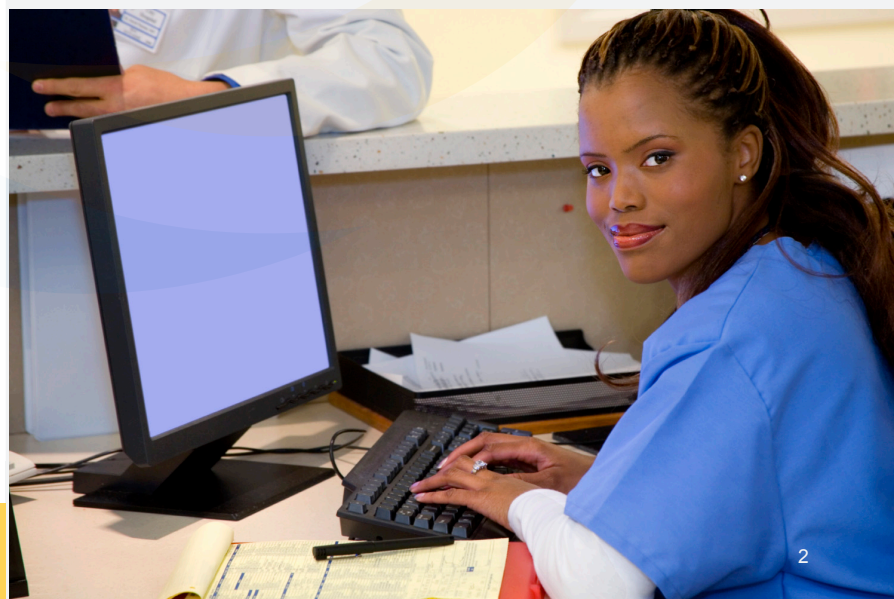
PrecisID enables registrars to electronically locate and identify a patient’s correct medical record, thus helping to prevent creation of duplicate records and accelerating the registration process to improve both patient and registrar satisfaction.

According to Margaret Pitotti, “I find that patient satisfaction with registration is now very good. It’s the same for our registration staff. When they went through training, they were happy to have a tool that would finally eliminate the page-after-page of scanning through records to see if they could find the patient. And when we went live, the staff reported that they ‘loved’ the system.

“We have a centralized database with multiple registration portals and a staff of 38 registrars. A designated trainer conducts training for all appropriate staff.”

MPIspy software is used to make staff members immediately aware of patient identity errors in real time, while SmartMerge

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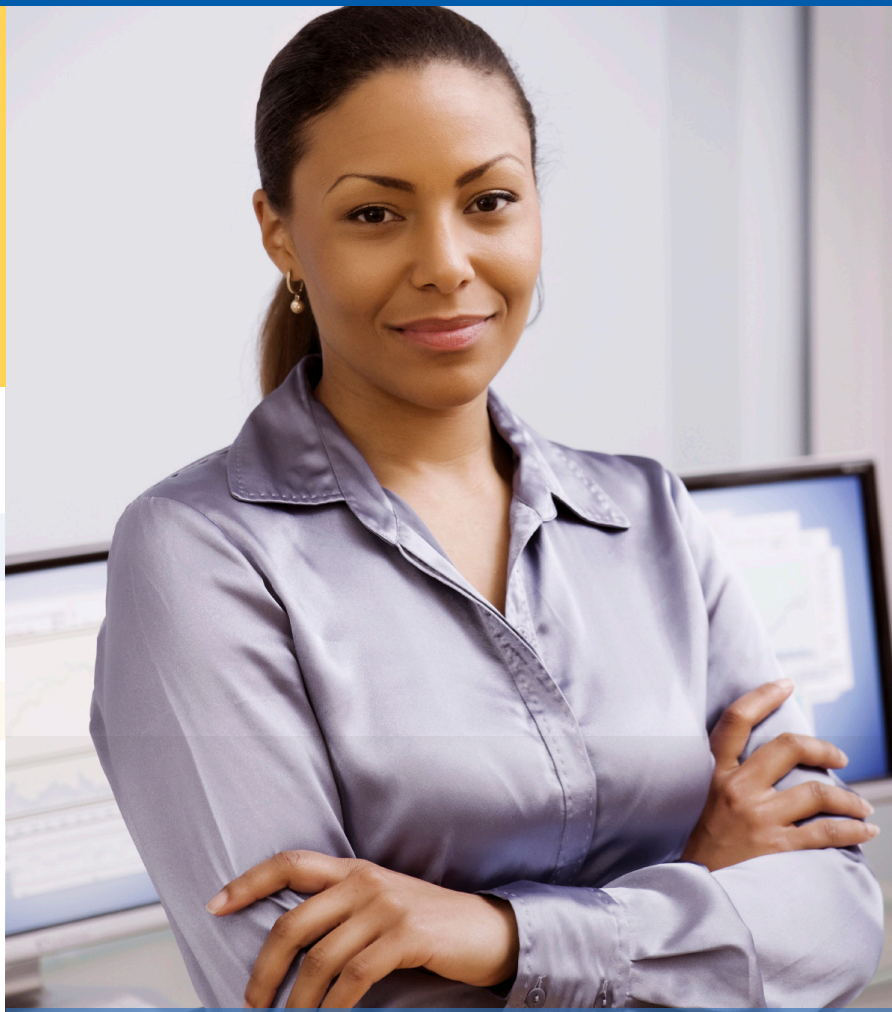
enables quick and efficient merging of a duplicate record with the patient's correct medical record. These applications are critical to maintaining long-term database integrity. "The office manager in the HIM department merges all duplicate records and I serve as her backup. Recently, I was asked by management to provide information about our duplicates. I was able to go into the system and run accurate reports on our data, which weren't readily available in the past," Pitotti said.

MEASURABLE SUCCESS

"Thanks to QuadraMed's MPI services and solutions, the number of problem records we create has gone down to only 10 to 25 each month, including duplicate and ghost records. Based upon our total patient volume, only 0.1 percent to 0.3 percent of the records in our system now need to be merged or cleared at any point in time vs. the 17.6% we experienced previously."

"Simple merges of duplicates are completed quickly, normally in three to five minutes.

"Choosing QuadraMed's cleanup services and solutions was definitely a good move for us at Sibley," Margaret Pitotti concluded. "What we're planning to do next is to expand our use of the system's reporting capabilities and re-evaluate how we schedule patients in certain departments to lower our problem record creation even more."



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