



# Atlantic Health System Entrusts Patient Identity Leader for MPI Cleanup Before Massive Epic Rollout

## CASE STUDY



### Atlantic Health System

#### THE CHALLENGE

Achieve a 96% clean patient identification rate across a large health system by the start of integrated Epic implementation testing in less than one year.

#### WHAT QUADRAMED DID

- Performed a SmartScan™ patient ID analysis with a sophisticated probabilistic matching algorithm to get a baseline duplicate count
- Cleaned up 495,000+ patient duplicates across six EHR systems

#### RESULTS

QuadraMed lowered the system's duplication rate by more than 19%, from 23% to less than 4%, which satisfied the Epic requirement for go-live. QuadraMed continues to keep patient identification duplication rates low during the phased Epic roll-out.

#### ONGOING SERVICES

Ongoing supplemental staffing and consulting during the Epic deployment.

QuadraMed provided the cleanup of duplicate records across multiple EHR systems before an Epic conversion along with ongoing duplicate maintenance and staffing services.

Atlantic Health System (AHS), composed of five medical centers, physician practices and a home health care agency, embarked on an electronic health record system replacement and move to Epic®. The health system needed an accurate master patient index (MPI) database to improve patient care, reduce risks, improve operational efficiencies, support information exchange, and enhance its healthcare infrastructure.

EPIC implementation required the AHS Enterprise Master Patient Index (EMPI) be at a 96% "clean rate" by the start of integrated testing of the Epic implementation, which was scheduled to begin on or around February 2018.

***"AHS chose QuadraMed for duplicate cleanup and ongoing maintenance because of their experience, reputation within the industry, and their meticulous planning process. They have exceeded our expectations by getting our duplication rate below the required threshold prior to our Epic roll-out. We've loved the QuadraMed support over the years."***

#### Donna Amspacher

RHIA, Manager of Medical Records Services  
Morristown Medical Center

# Cleanup in 1-2-3

QuadraMed implemented a three-phased approach to cleaning AHS' patient records.



## Phase 1 (20 weeks)

Primary MPI Cleanup Project to clean up duplicates in source systems before converting to Epic



## Phase 2 (15 weeks)

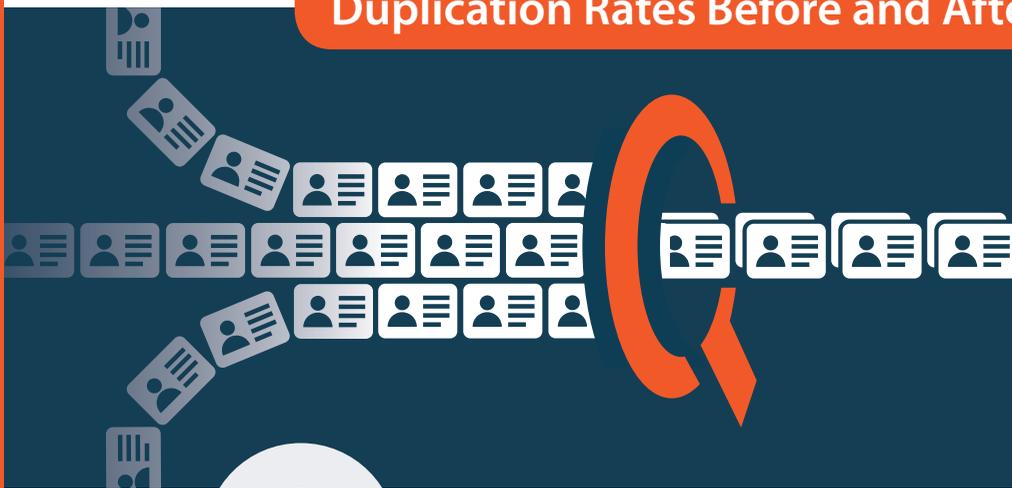
Mini projects to clean up newly-created duplicates



## Phase 3 (Ongoing)

Staff augmentation services to keep Epic records clean during the phased rollout to all the sites

## Duplication Rates Before and After QuadraMed



Atlantic Health System's duplication rate went from 23% to less than 4% across six EHR systems.



### The Most Trusted Name in Patient Identity Solutions Since 1998

QuadraMed is a leading provider of patient identity software and services that improve clinical quality, patient safety, and operational efficiency across healthcare enterprises. We're the only partner that offers both data cleanup services and duplicate prevention software.

## Planning an EHR Conversion?

Clean up duplicates in preparation for an EHR conversion. Start early to give yourself enough time to do the cleanup the right way. It's more complicated than you may realize, so don't wait.

### Start today!

Request a free consultation with one of our MPI experts to learn how patient identification errors are impacting your organization.

**QuadraMed.com**  
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