

San Diego Health Connect

Enabling a Health Information Exchange to double the number of patient records it matched across providers.



Background

San Diego Health Connect (SDHC) is a not-for-profit Health Information Exchange (HIE) whose purpose is to improve the healthcare of every member of the San Diego community. As a rule, individuals do not receive all of their care from one hospital or physician, so SDHC facilitates the exchange of electronic medical records across 25 different clinics and hospital systems in San Diego, including nationally ranked UCSD, Scripps, Sharp Healthcare, and Rady Children's Hospital. When every individual's health information is securely available to their doctors when and where they need it, doctors can provide better care, decrease the number of duplicate tests and procedures, and decrease costs.

The problem

San Diego Health Connect uses a centralized Master Patient Index (MPI) to enable the exchange of health information across providers. [The MPI stores the identifying information from 3.2 million patient records from across SDHC's 25 participating clinics and hospital systems.](#) This secure record locator service of patients' identifying information is what allows providers to exchange health information quickly and accurately across SDHC.

The MPI had examined the identifying information from each patient record to determine which records referenced the same patient. It had made 244,000 matches between records that

referenced the same person, but had determined that another 187,000 potential matches needed to be manually reviewed and resolved—for example, two records that contained the same name and birthdate, but different addresses and nearly identical SSNs. [This manual queue of potential matches would have taken four resources two years to resolve.](#)

The solution

To quickly and automatically resolve SDHC's extensive manual queue, Verato used its referential matching engine powered by CARBON™, the most complete and correct reference database of identities in the US. CARBON contains 3 billion commercially available records for over 300 million identities, and receives 60 million monthly updates. The identity data in CARBON spans over 30 years and is constantly tested to determine what data is the most accurate and up-to-date.

Verato matches records together by matching each record to an identity in CARBON. If two records match to the same identity in CARBON, then they match to each other. [Because CARBON has such an extensive spectrum of identity data about each individual, it can match two records together that would otherwise go unmatched by traditional pairwise and probabilistic matching techniques.](#)

Verato referential matching is cloud-based, meaning it is cheaper and faster than traditional matching technologies, and requires no additional software.

The result

Verato took all 187,000 tasks in the manual queue and ran them through its referential matching engine. In less than a week, it automatically resolved 75% of the tasks in the manual queue, adding 142,000 new matches to the MPI.

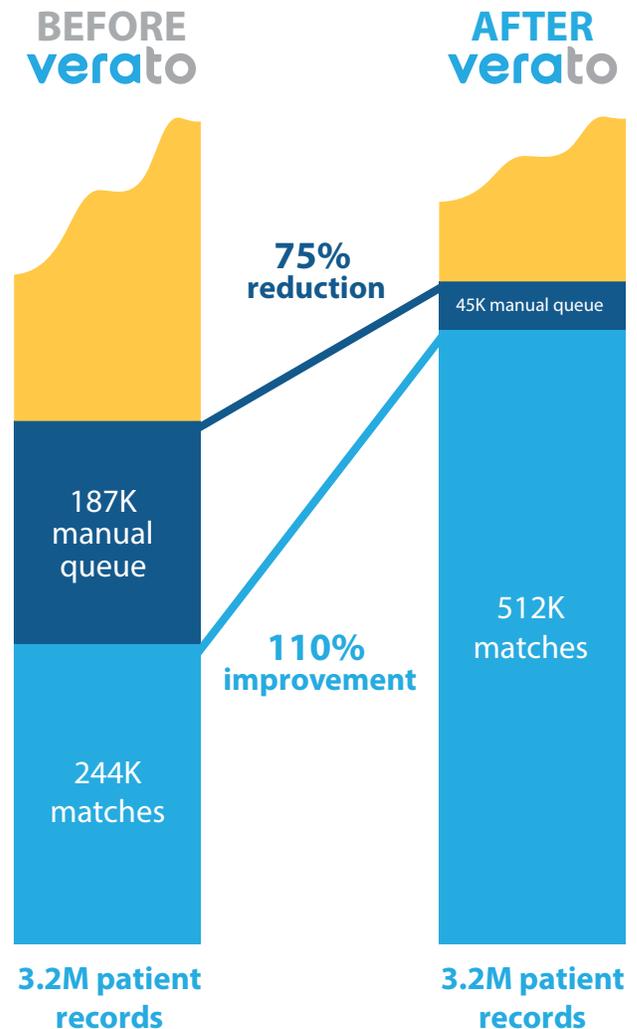
Then, Verato ran the rest of the 3.2M patient records through its matching engine. Verato found an additional 126,000 matches that the MPI had missed—matches that the MPI had not even considered close enough to put in its manual queue.

In total, Verato increased the number of matches in the MPI by 110%.

Before Verato, if a patient visited multiple SDHC participating providers, he had a 50% chance that one provider could retrieve his health information from another. Now, he has a 98% chance—meaning that all his critical health information will be available to his doctor at the point of care, and that he will not have to undergo redundant tests and procedures.

“Verato was outstanding to work with. Their solution is fast, easy, and unbelievably accurate. Because of Verato, in 2015 SDHC was able to double the number of participating providers and onboard the two largest health systems in San Diego.”

Dan Chavez, Executive Director, SDHC



ABOUT VERATO

Verato offers a cloud-based patient matching platform that links patient identities across disparate databases or organizations with the highest accuracy rates in the industry. Verato uses an extensive self-learning graph database of US identities as a universal “answer key” for identity data. This allows Verato to link patient information 15 times better than existing technologies, and because it is cloud-based, the Verato platform is less expensive, faster to implement, and more scalable than traditional data quality, data integration, and Master Patient Index (MPI) solutions. The Verato platform can act as a standalone MPI, or can be used to quickly and easily boost the matching performance of large MPI implementations. Verato is based in McLean, VA.