verato

Northwell Health: Improving Data Integrity for Better Patient Experiences

Northwell Health

Executive Summary:

Northwell Health constantly innovates to deliver exceptional patient experiences. Prior to launching a new patient-facing application, Northwell worried about internal data integrity issues leading to a poor experience for patients in the portal if information was missing or delayed. To resolve this, Northwell:

- Deployed Verato Auto-Steward to remediate data issues
- Reduced manual task review queue by 87%
- Shifted staff from manual, tedious work to higher-value projects

Challenges:

Northwell Health is New York state's largest healthcare provider, serving over 2 million patients. Northwell has undertaken many initiatives to engage patients even before they enter the system, including launching a new patient application. Behind the scenes, Northwell was experiencing what any organization of their size experiences – duplicate patient records resulting from disparate data sources and applications. Northwell implemented technologies and processes including an EMPI to help improve its patient matching, however the EMPI was not cutting it, resulting in a growing queue of tasks.

Not addressing this growing number of duplicate records, threatened to increase claims denials, decrease care quality and patient safety, and reduce patient and clinician satisfaction.

"Since Verato Auto-Steward helps us to resolve potential duplicates quickly, we greatly reduce the risk of having duplicate records in our active patient population, which improves the overall patient experience."

-Keely Aarnes,
IT Director

2M+
patients

66,000
employees

18,500+
physicians
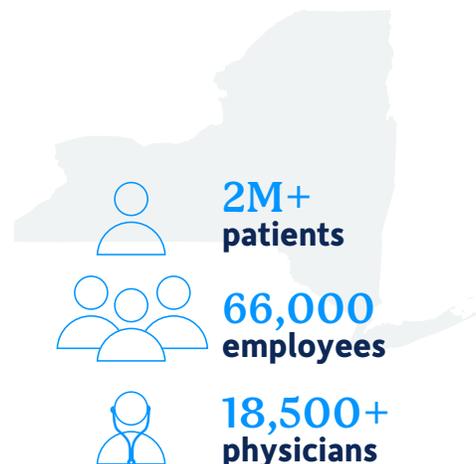
How Verato Helped

Verato Auto-Steward is a cloud-based service that harnesses a powerful new matching technology called Referential Matching. Northwell simply plugged Verato Auto-Steward into its EMPI to automatically resolve its "potential duplicates" without disrupting existing processes or technologies.

Results

By using Verato, Northwell resolved 87% of its growing queue of "potential duplicates.". Northwell is using Verato to ensure duplicate records stay at an all-time low and aid in delivering the right information to the right patient at the right time. As staff are freed from duties related to resolving duplicate records, they have shifted to training on properly creating records and preventing duplicates from occurring.

"Potential Duplicate" Queue

87% Reduction

Before Verato

After Verato
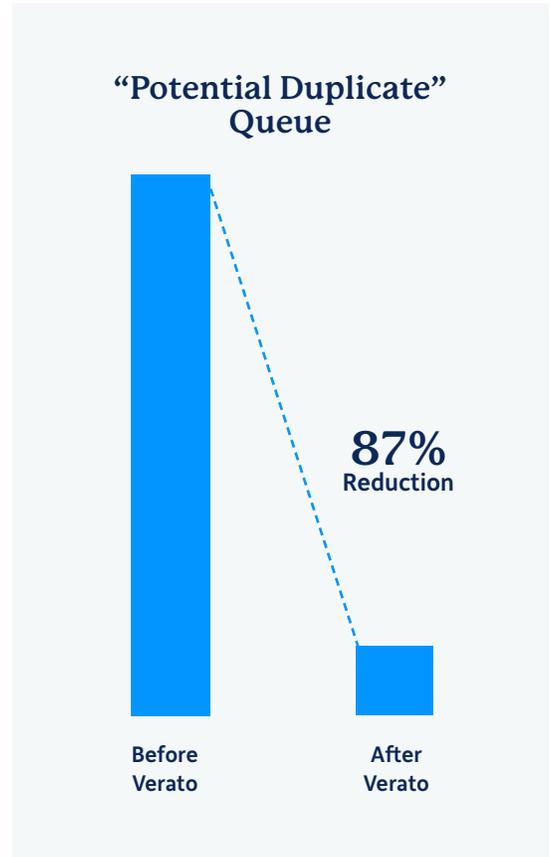
About Verato

Verato helps healthcare organizations improve the health, happiness, and engagement of patients. Verato's flexible, easy-to-implement, SaaS patient matching services enable patient, member, and consumer data to be managed, matched, and linked with unprecedented ease, accuracy, and scale. Verato pioneered an innovative new technology called referential matching and it uniquely powers these patient matching services with unprecedented accuracy. These solutions support initiatives like consumer experience, analytics, and organizational growth at many of the nation's leading healthcare organizations.

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