

Replacing Legacy EMPI for hMDM



Purpose

A customer success story highlighting Verato's positioning against a legacy EMPI solution within the healthcare provider market.

Background

A large US Health System has been deploying and operating a legacy EMPI and Integration solution for nearly 10 years across their organization in an attempt for a single consolidated version of every patient from their systems that includes dozens of hospitals in multiple states. In addition to the complex deployment of the EMPI across their many EMRs, the health system created a comprehensive data stewardship and HIM program leveraging a large manual data stewardship team to remediate the data and resolve ambiguous links identified by the legacy EMPI.

Challenge

This large health system is rolling out a digital engagement program in which any person who has received care from their network would be able to see all their medical records from across all hospitals and both within and across EMRs.

Verato provided resolution and corrections for **suspect matches**, **missed matches**, and **over matches** to enable a complete person record powering their digital engagement program.



Automatic resolution **over 50%** of the "suspect match" tasks compared to their legacy EMPI.



3.6M redundant records representing **1.7M** unique people.

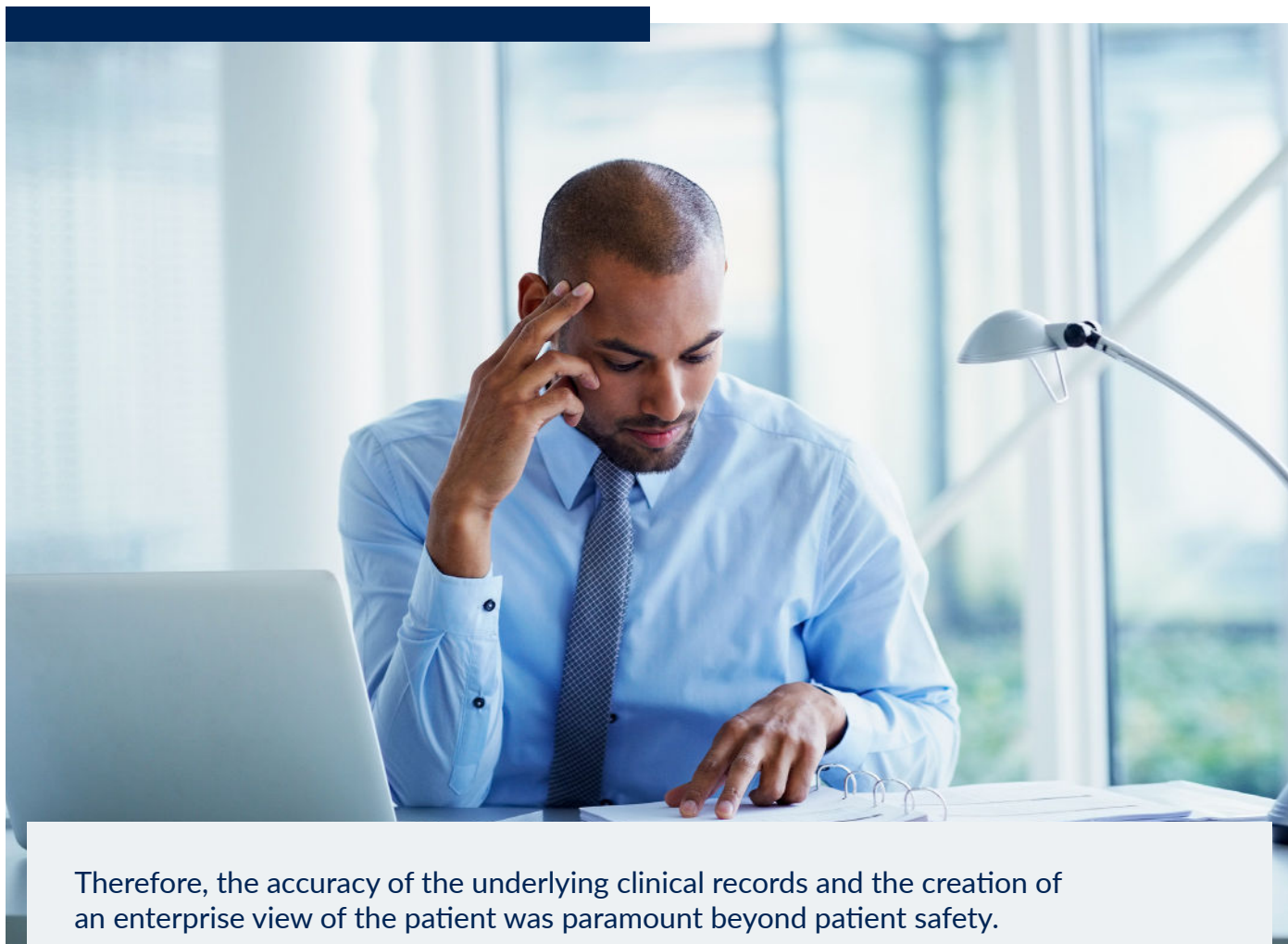


Over 5,000 high-probability false positives existed in their legacy EMPI.

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Therefore, the accuracy of the underlying clinical records and the creation of an enterprise view of the patient was paramount beyond patient safety.

However, throughout the deployment of the legacy EMPI across their large hospital network spanning different geographical regions representing tens of millions of unique patients, the legacy EMPI has struggled with identity accuracy which has led to both a growing task queue of suspect linkages and duplicates and the possibility of significant incorrect matches (i.e. “false positives”)

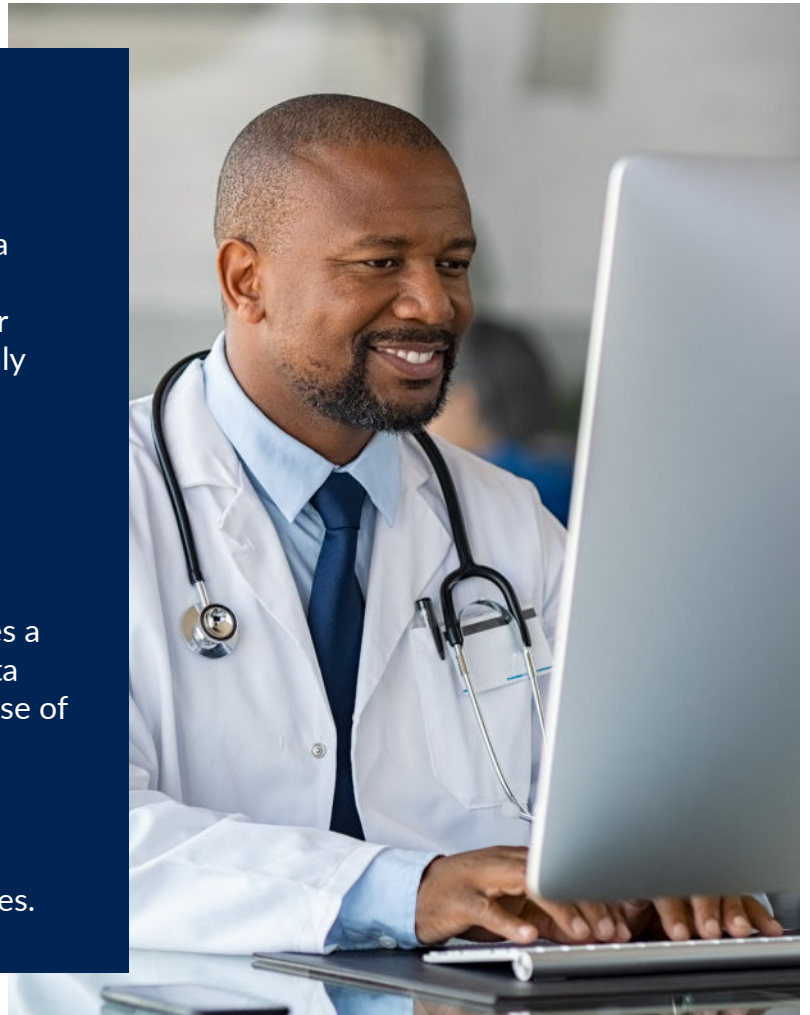
Despite efforts to remediate the data using steward resources from the data stewardship team to manually review and resolve the legacy EMPI’s task queue and the pace of the task creation was growing beyond their ability to resolve.

As a result, their digital engagement program was at risk due to the identity challenges with the legacy EMPI. There were concerns that some patients might not see their complete medical history due to duplication and multiple records and more importantly, others might see data for a different patient due to the legacy EMPI’s incorrect matching of different patients together.

Solution

This health system partnered with Verato to use the industry's first healthcare master data management platform, Verato hMDM™ to process all their data from their legacy master patient index, and all their hospitals to not only resolve the suspect matches but to identify both new (missed) matches and the over matches, or false positives.

As the market leader in identity, Verato has pioneered a next-generation, patented approach to referential matching and provides a comprehensive EMPI and broader master data management solution all in one. The first phase of the health system's partnership with Verato focused on analyzing the legacy EMPI's performance in comparison to Verato and providing the resolutions and corrections to resolve both suspect, missed, and overmatches.



Results

After implementing the first phase of Verato, this health system was able to measure their patient data quality issues compared to its legacy EMPI solution. Through this comparison, this health system gained a deeper understanding of the impact Verato provides to their organization.

Suspect Matches

Situations in which the legacy EMPI has flagged two or more records that it believes could be the same person and require manual resolution by the data stewardship team. These tasks when evaluated take a significant amount of time, energy, and cost to determine a decision based on the provided data. Additionally, this causes further delays in gaining a complete patient view until the task is resolved.

Verato Enabled:

Automatic resolution of over 50% of the “suspect match” tasks that their legacy EMPI generated for manual review, immediately allowing more complete patient data and reducing the burden of data stewards.

Automatic resolution or supporting data to assist in resolving **up to 85% of the existing legacy EMPI suspect matches** that sit within the legacy EMPI task queues, leading to faster and more complete patient data at the point of care.

Accelerated manual resolution based on the supplied supporting data.

Missed Matches

Missed matches indicates situations in which medical information about a person is scattered across two or more records and the legacy EMPI was unable to detect that the two or more records represented the same person. Therefore, in these cases, this person's data would be incomplete when viewing their medical records through the health system's digital engagement program.

Verato found:

3.6M redundant records representing 1.7M unique people.

6.2% of the data was missed matched within the health system's master patient index (the primary channel with their legacy EMPI).

Over Matches

Verato identified:

The **false positive rate is 159 times more** than the industry-standard rate of 1 false positive per 1M identities.

Over 5,000 high-probability false positives existed in their legacy EMPI.

A single instance of an over match or false positive indicates a patient's information was combined with another person's information.

These situations are risky for patient care and can lead to privacy issues by exposure of the wrong patient's information during the digital engagement program.

Conclusion

Despite millions invested in an identity solution and 10 years spent tuning, operating, and stewarding the legacy EMPI software, without Verato, this large US health system was 159X more likely to expose PHI (based on the benchmark target of 1 in 1M), and roughly 1 out of 25 patients would not see all their medical data if they logged in.

After the initial processing and project step (first month) Verato was able to deliver results that dramatically improved the accuracy of their identity data substantially while enabling a successful strategy for their digital engagement business initiatives.



Verato enables digital engagement, clinical interoperability, cloud migration, and provider data integrity by solving the problem that drives everything else—knowing who is who. The Verato hMDM platform, the industry's first purpose-built healthcare master data management solution, enables a complete and trusted 360-degree view of patients, consumers, members, providers, and communities. With a secure enterprisewide single source of truth for identity, Verato ensures that you get identity right from the start.

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