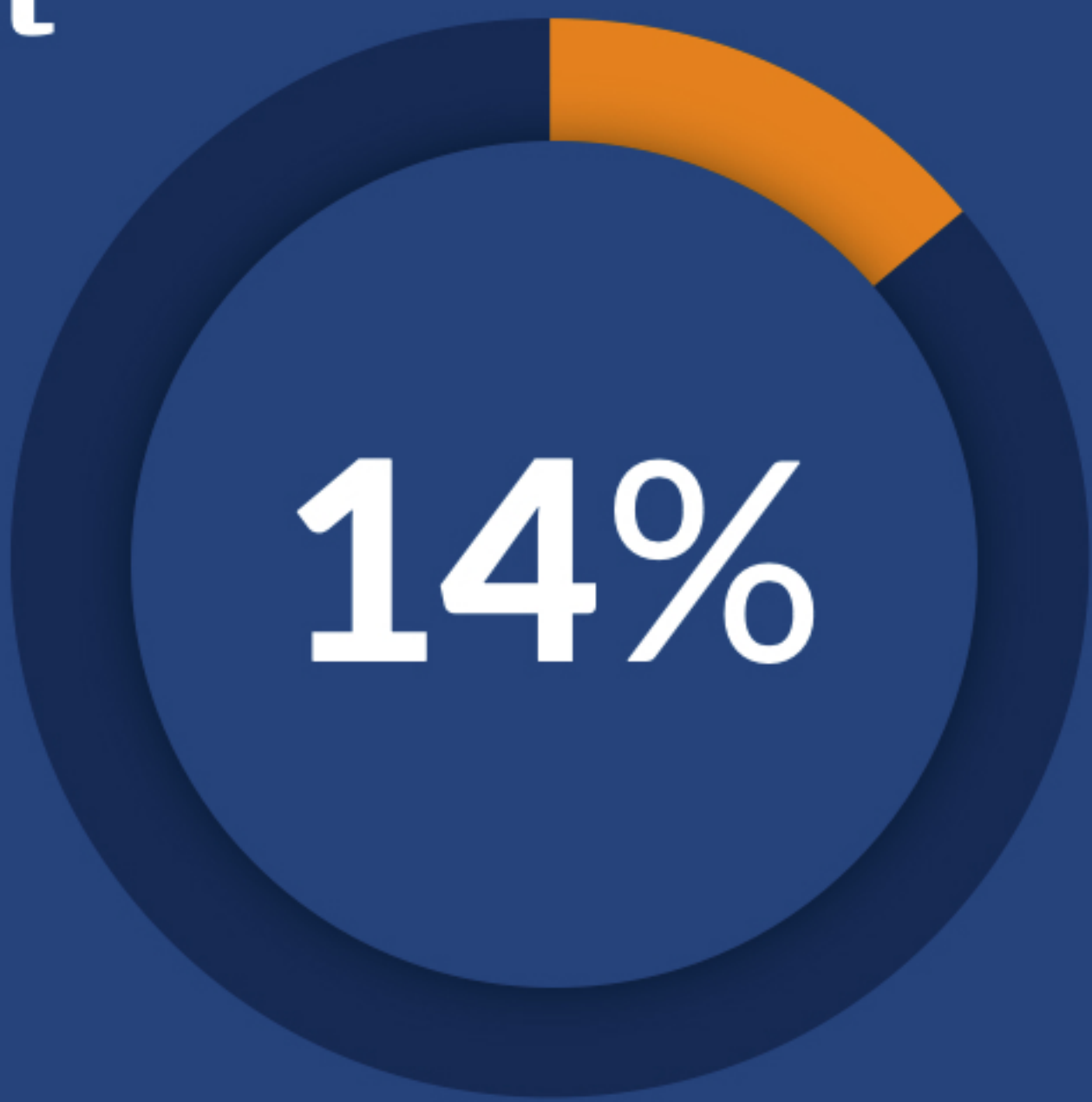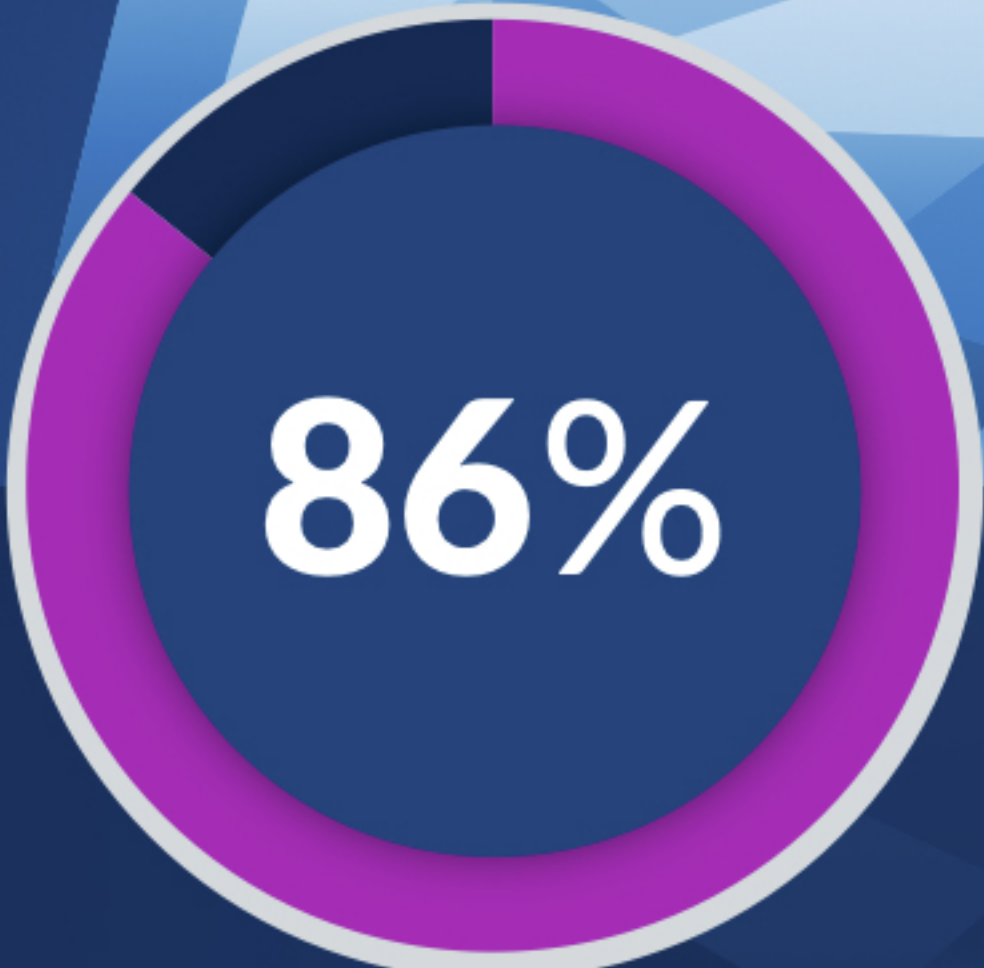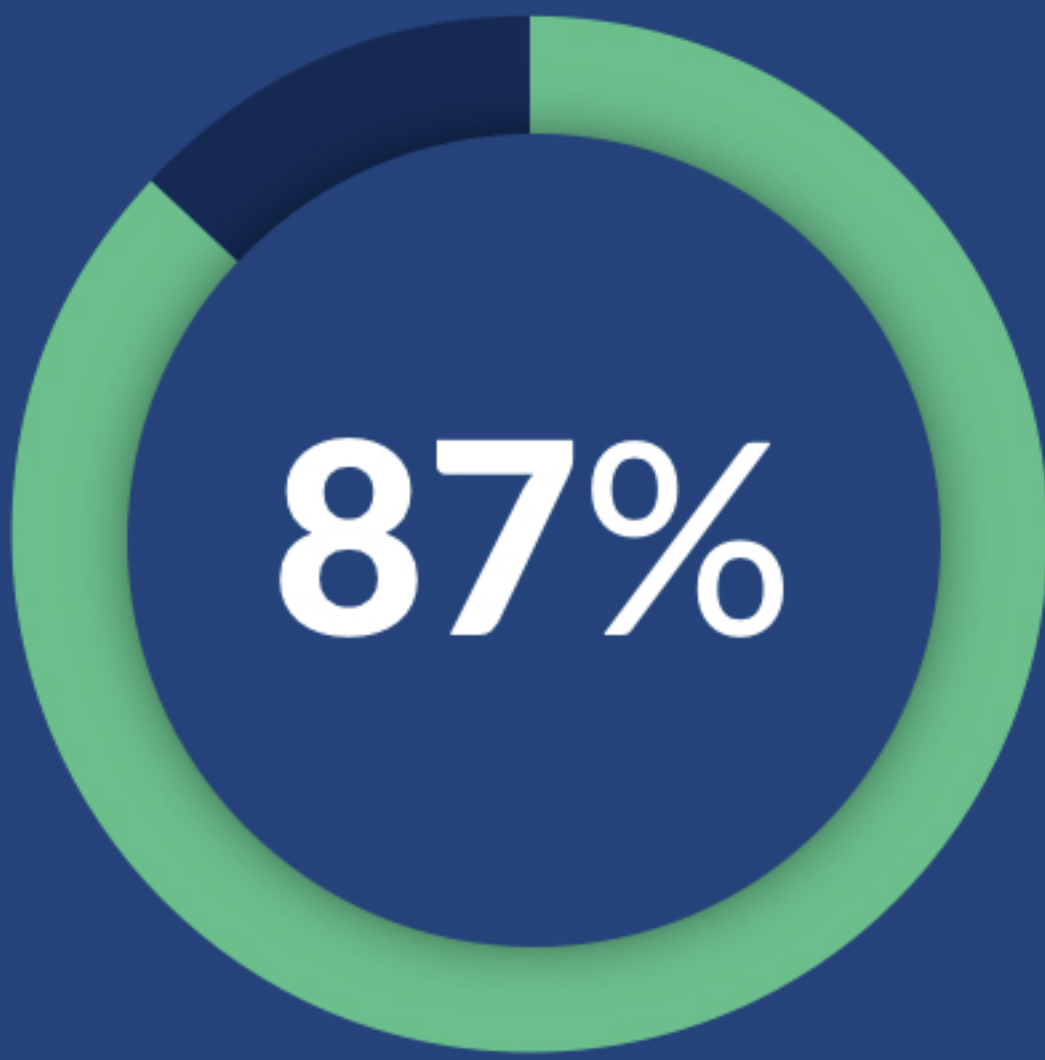# Poor healthcare data management undermines care experiences and your bottom line
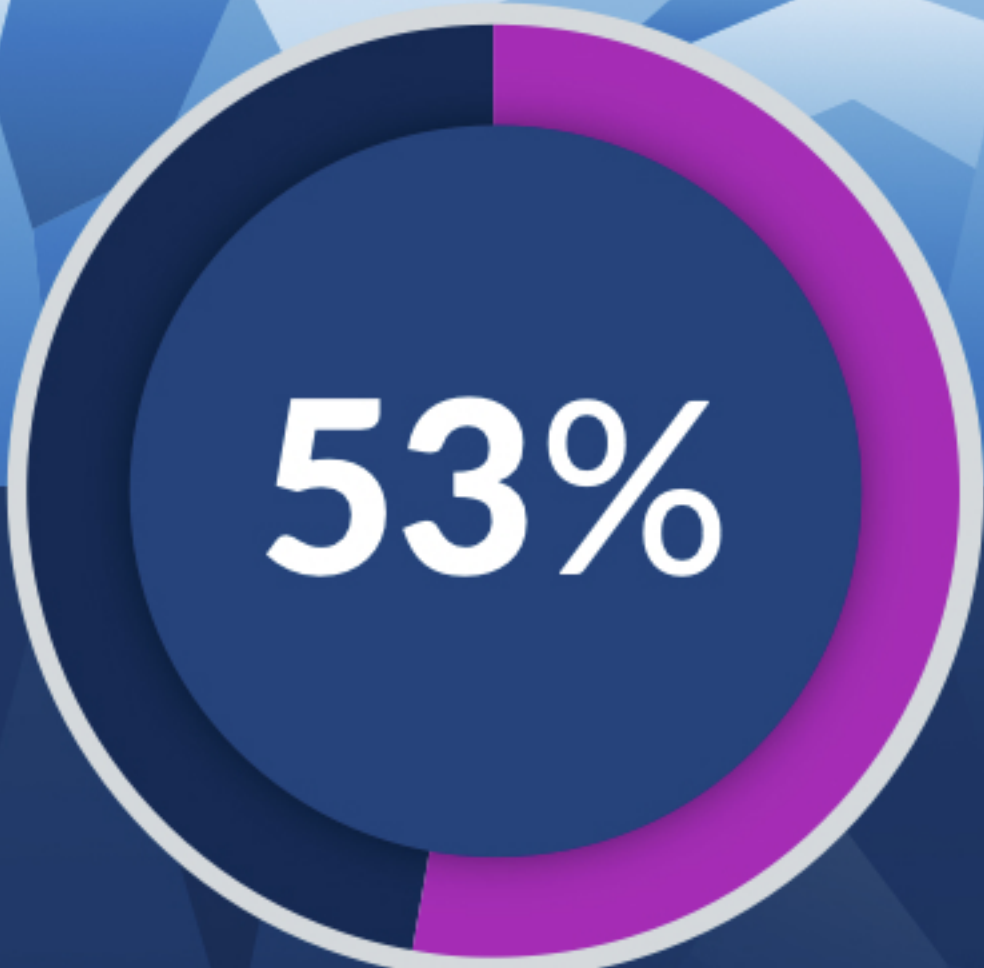
The work of healthcare data management—resolving and managing data about patients, members, and providers—often lives in IT, but it has broad and high-stakes implications across the entire organization including for care quality and ultimately the bottom line. It is imperative to get data management right, but despite significant investment few CIOs are satisfied with their current solutions.
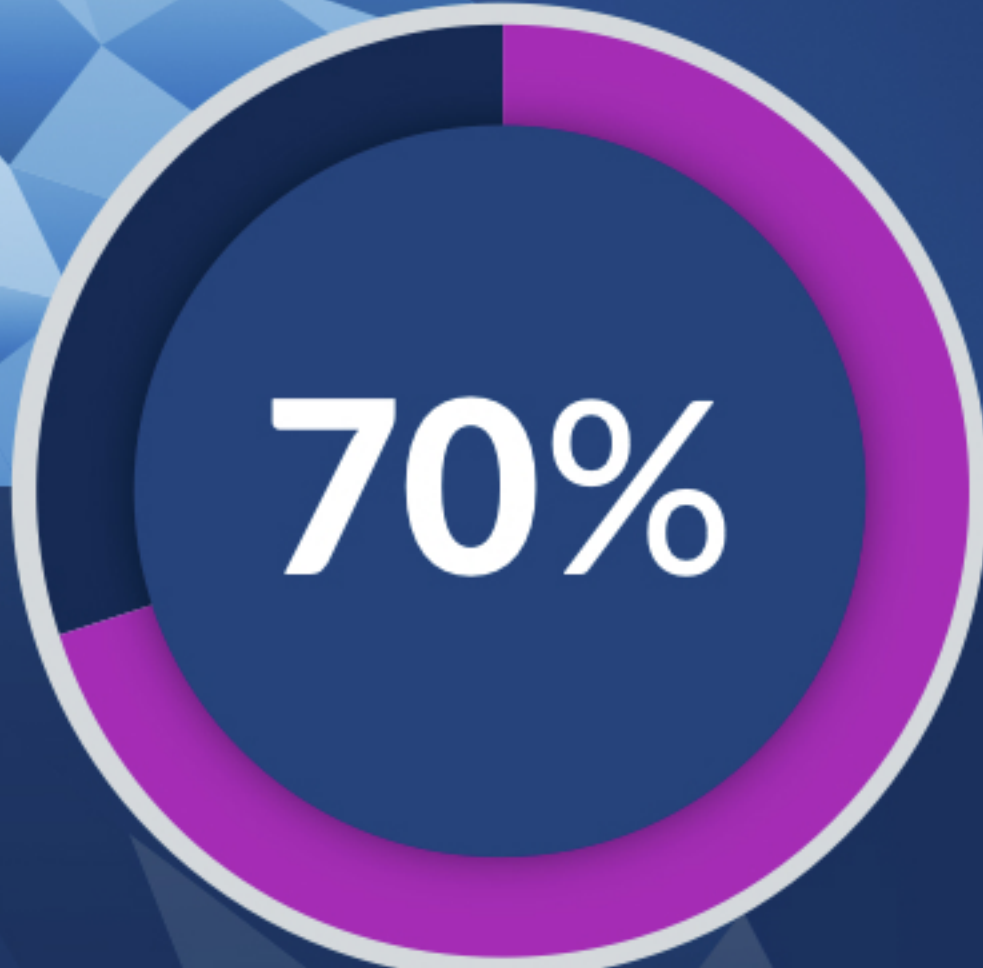
14%

87%

87% of healthcare IT executives believe accurate and well-managed identity data is critical to achieving their strategic initiatives, while only **14%** are satisfied with the level of accuracy in their current solution.[1]

86%

86% of clinicians have witnessed a medical error due to misidentification[2]

53%

53% of people searching for new providers encounter errors in digital resources[3]

70%

70% of organizations agree patients receive duplicative or unnecessary testing or services due to difficulties in managing patient identities[4]

Mismanaged data effects patients and members

Great care quality and experiences depend upon complete and trusted data, delivered to the right person or system at the right time. Unfortunately research shows that most organizations have a long way to go in this regard.
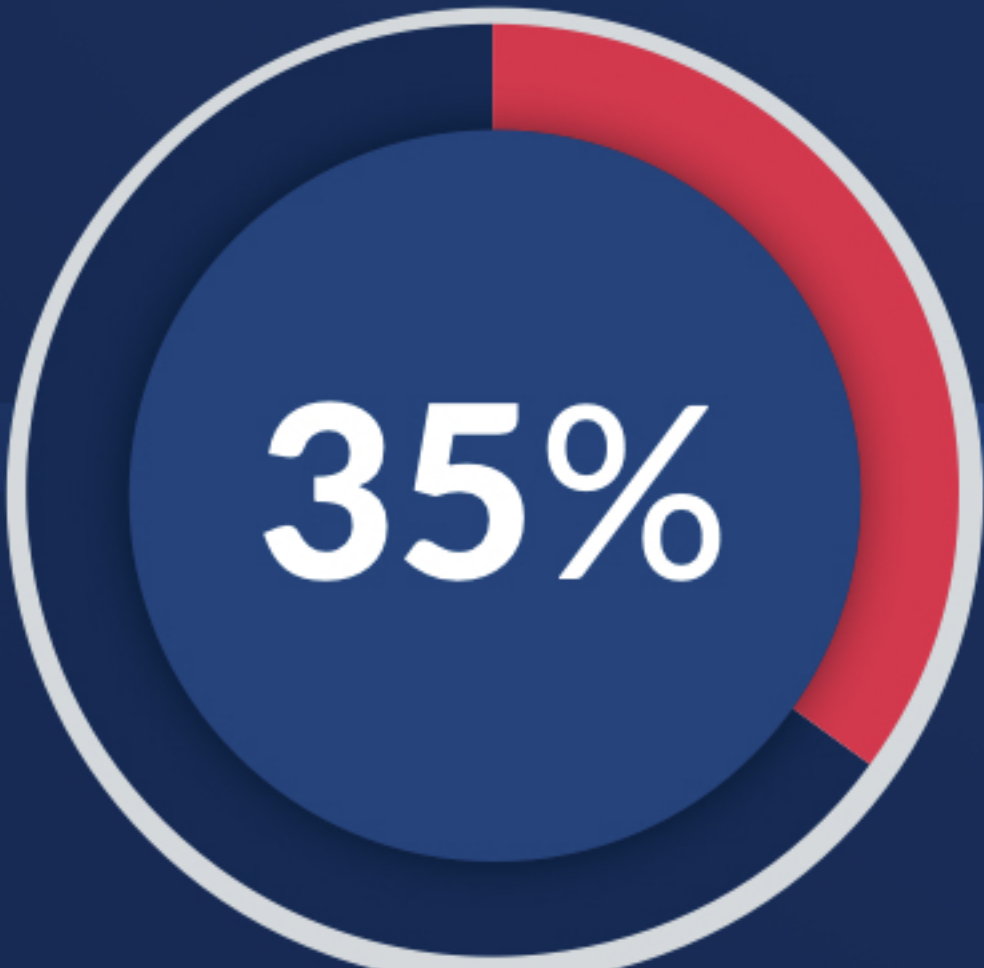
Average cost of duplicate or unnecessary care:
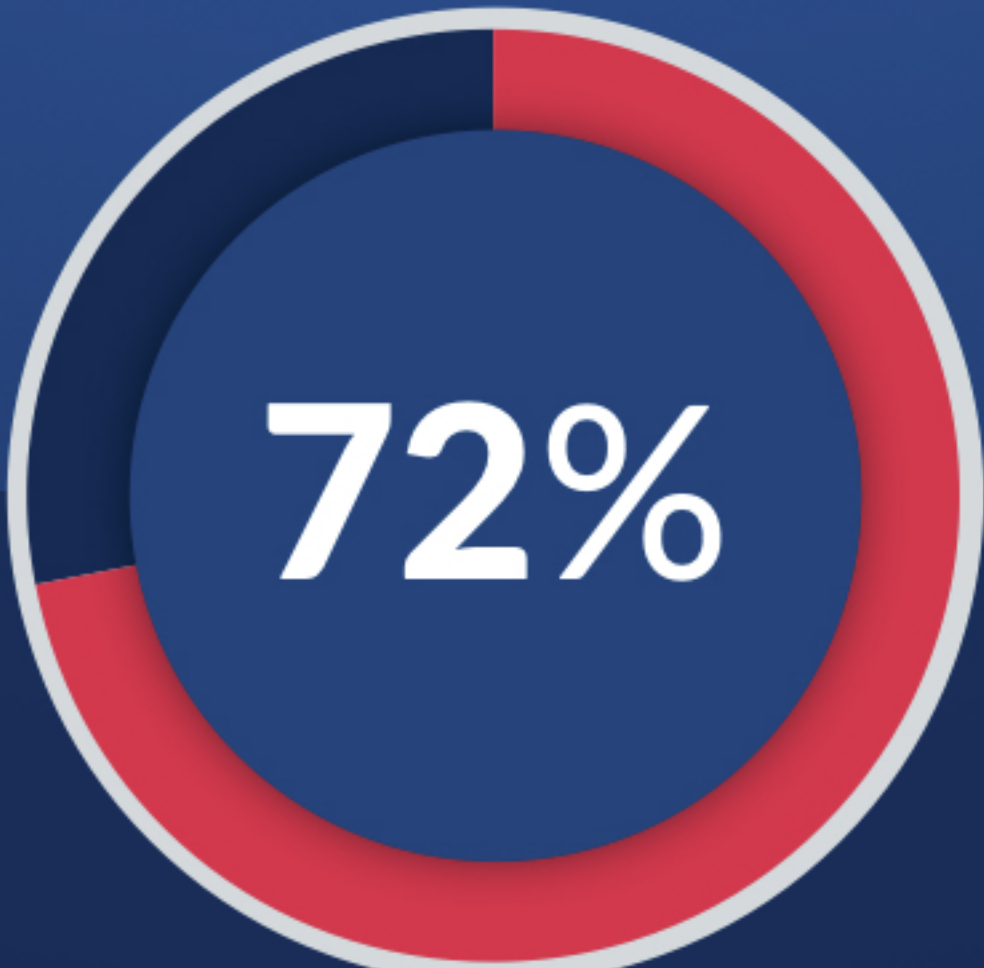
$1,950 per inpatient[5]

$1,700 per ED visit[5]

35% of denied claims are due to inaccurate or missing patient information[5]

Mismanaged data effects reimbursement and increases risk
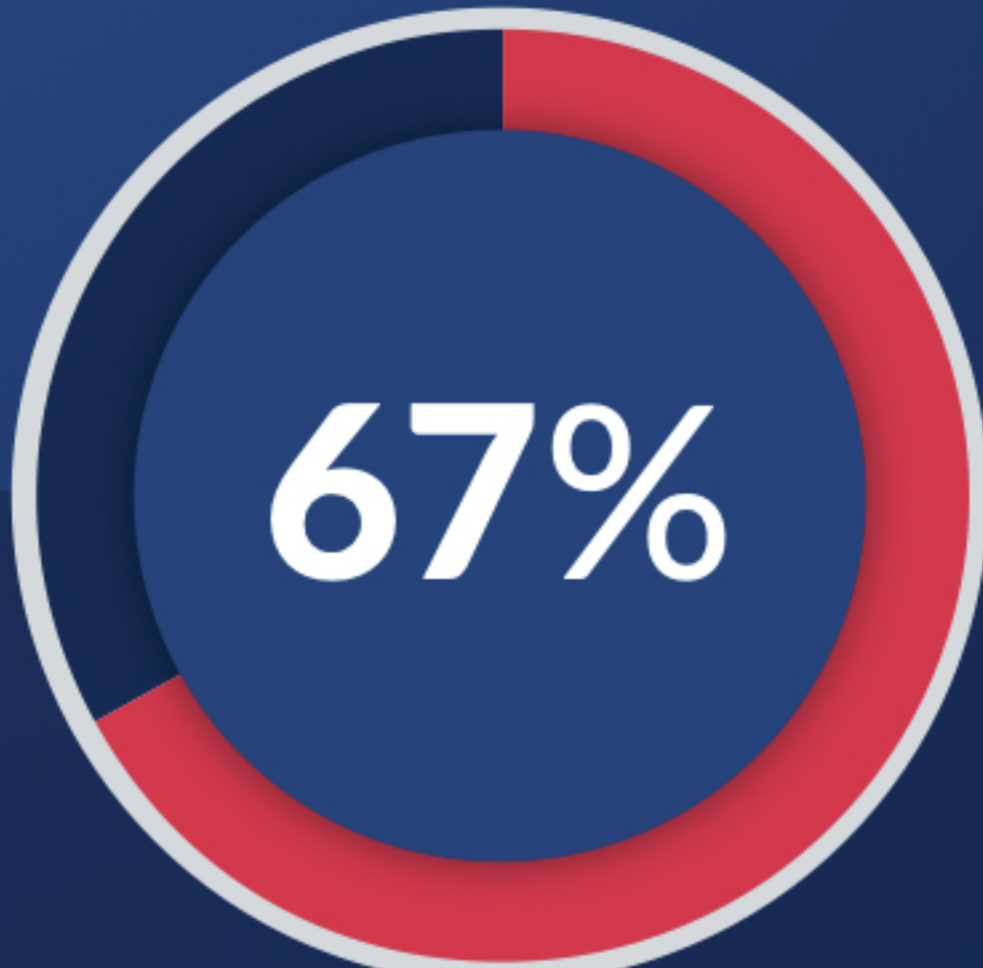
Poorly managed data about patients, members, and providers can also cause costly downstream challenges with reimbursement and fraud.

35%

This costs the average hospital **$2.5 million** and the U.S. healthcare system over **$6.7 billion** dollars annually[5]

72%

72% of organizations report delays in billing and reimbursement due to inaccurate patient information[4]

67%

67% of organizations believe they are at risk for identity fraud due to lack of clear identities for patients and/or members[4]

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