

Rio Grande Valley HIE: How RGV HIE deployed a best-of-breed SaaS MPI solution with significant TCO savings



Executive Summary:

RGV HIE covers a population that presents some of the toughest matching challenges in the country. It needed a master patient index (MPI) solution that was rapid to deploy, easy to integrate, and fit in a best-of-breed technology strategy.

- Went live with Verato Universal™ MPI in 4 months
- Saving \$400k in total cost of ownership
- Preventing 60,000 duplicates a year views of each patient.

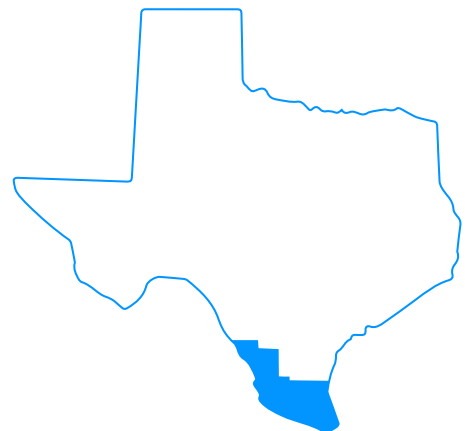
Challenges:

RGV HIE is a non-profit HIE established in 2011, covering 9 counties and 1.6M patients along the border of south Texas. Due to its unique location, RGV HIE faces significant patient matching challenges. Over 83% of the population that it serves is Hispanic, resulting in many patients with similar last names. “Winter Texans” stay in the area for 5 months, but their permanent residence is northern. There are always many travel visitors both from within Texas and out-of-state. And patients often travel outside of the RGV HIE area for specialty care.

Because of these challenges, RGV HIE sought an extremely high degree of accuracy in a patient matching approach, but it had other considerations as well. RGV HIE sought an MPI solution that could quickly integrate into its best-of-breed technology strategy, was rapid to deploy and implement, and didn’t require personnel specifically to manage the MPI.

“Verato has brought a next-generation technology to market that allows us to solve the matching challenges associated with our unique patient population.”

**-Genaro Garza,
Director of IT, RGV HIE**



How Verato Helped

The Verato Universal MPI is a cloud-based patient matching platform that uses the power of Referential Matching to deliver the highest matching accuracy rates in the industry. This approach provides the accuracy that RGV HIE needs for its unique patient population.

And because it is cloud-based, the Verato Universal MPI quickly integrated into RGV HIE's best-of-breed technology strategy, was rapid to deploy and implement, and didn't add personnel specifically to manage the MPI.

Results

RGV HIE went live with the Verato Universal MPI in just 4 months after contract signature, **13 weeks shorter than other MPI implementation timelines.**

In addition to the quick implementation, the Verato Universal MPI saved RGV HIE **\$400,000 in TCO savings over 4 years.**

And due to the accuracy, RGV HIE is **preventing the creation of 60,000 additional duplicate records per year.**

Savings vs. Other MPI Solutions

\$400,000

Saved in total cost
of ownership

13 weeks

Saved in
implementation time

60,000

More duplicates
prevented annually

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.