

Healthcare's Identity Crisis

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Enabling Healthcare. Securely.®

Positive Patient Identification for Healthcare

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Patient identity



Misidentification causes **30%** of radiation, medication & blood transfusion errors

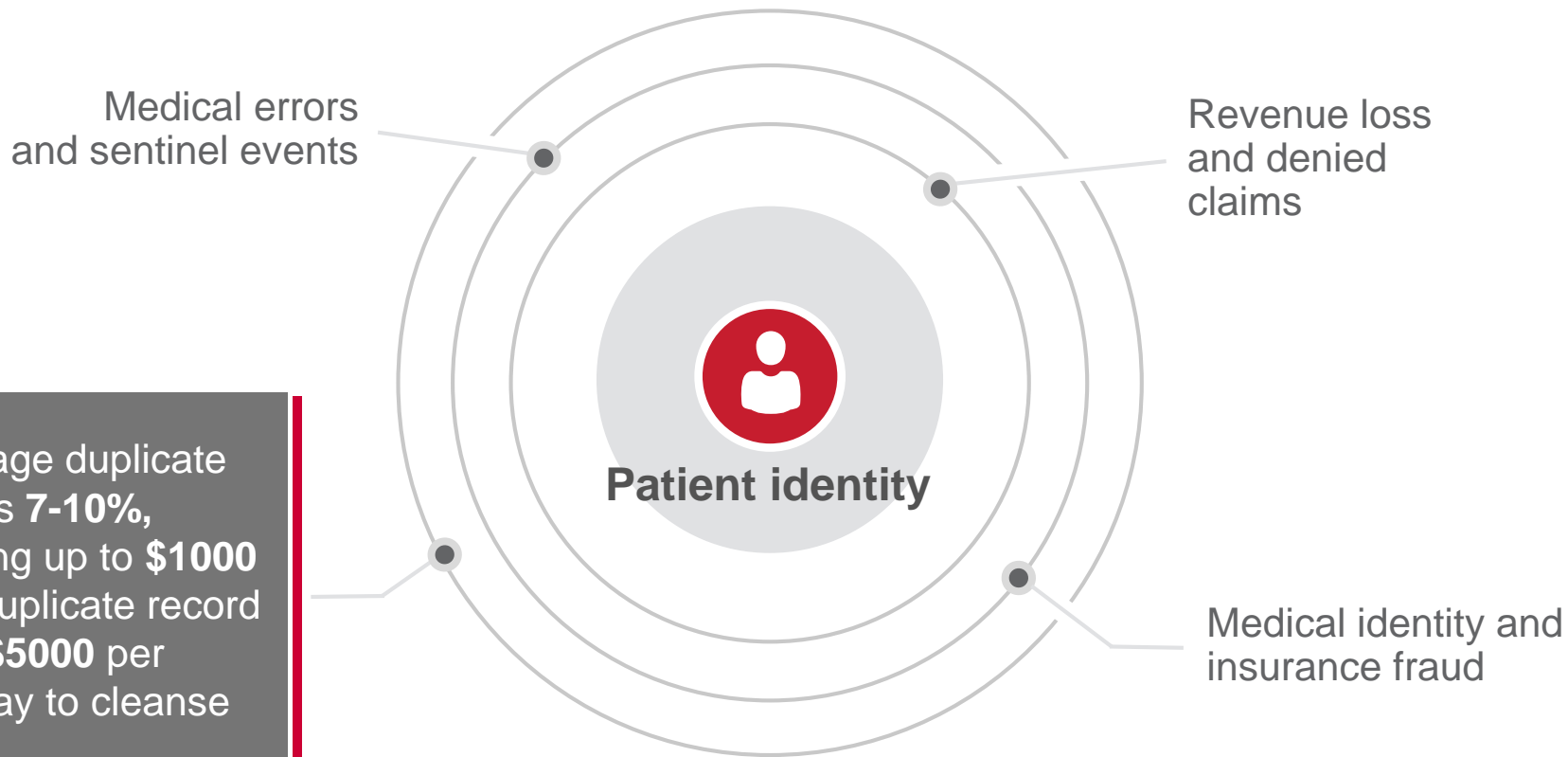


Revenue loss and denied claims

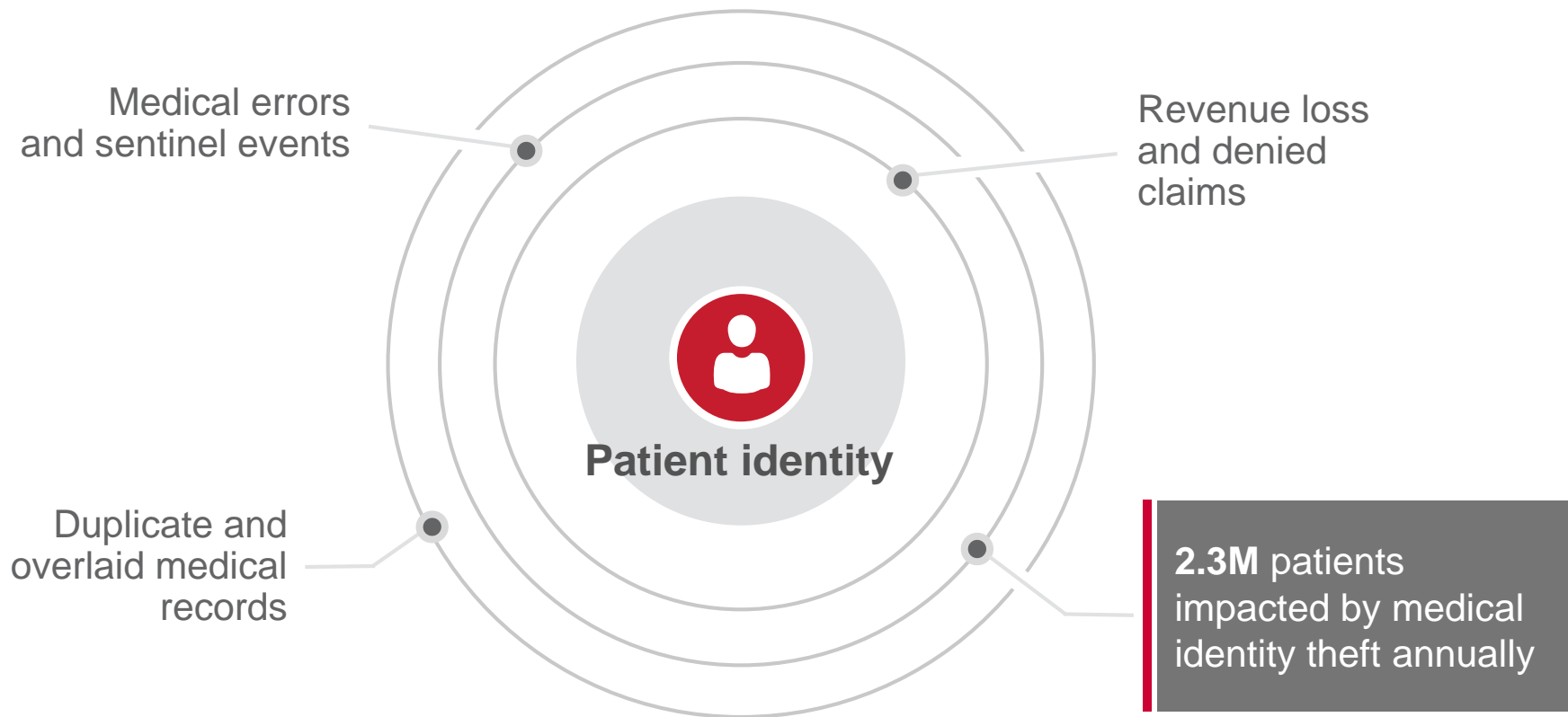
Duplicate and overlaid medical records

Medical identity and insurance fraud





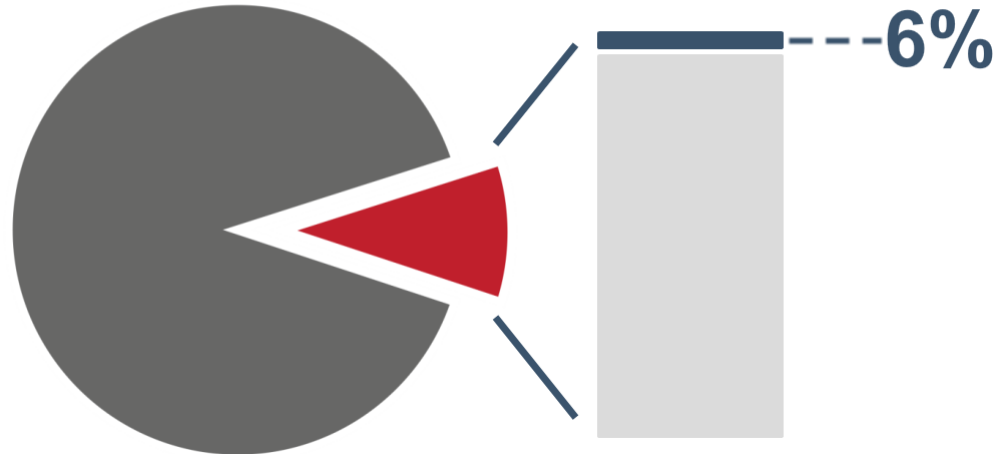




Patient misidentification rates

10% of patients are misidentified when patient access staff are accessing records through an electronic health record (EHR)

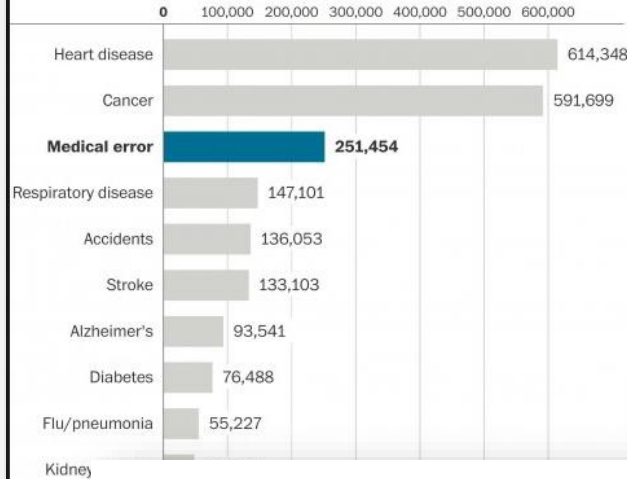
Result in Adverse Incidents



Medical errors in the news

Death in the United States

Johns Hopkins University researchers estimate that medical error is now the third leading cause of death. Here's a ranking by yearly deaths.



Source: Natl



When doctors get the wrong patient

By Elizabeth Whitman | September 25, 2016

Even though the patients shared the same first name, the mixup should have been avoided. Nevertheless, one patient was wheeled into the operating room for cataract surgery and came out implanted with a lens intended for the other.

The incident, recounted in a new report on patient identification by ECRI Institute Patient Safety Organization, is not exactly an outlier, unsettling as that prospect

Misidentification Errors Result in Serious Injury to Patients



Doctors in hospitals have what can at times be a monumentally difficult job just keeping track of their patients. Hospitals can be chaotic, with new patients being admitted, or patients being moved from one room to another with little warning. This sort of chaos can cause what are known as patient misidentification, or "wrong patient" errors. According to a new study, these types of errors have caused serious harm to patients across the country. These researchers suggest that such errors are almost always preventable, and

that medical care providers should enact modest reforms to prevent future patient misidentification going forward.

The recent study was conducted by the ECRI Institute, a nonprofit which looks at issues in the medical field relevant to patient safety when receiving care. The study sought to

14 instances of right procedure, wrong patient in Mass.



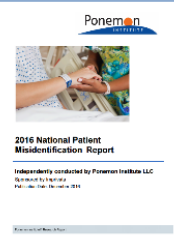
Top 10 Trending Articles

Ponemon Institute: 2016 National Patient Misidentification Report

December 27, 2016 - PSQJ

As the healthcare industry has transitioned to digital health records, patient misidentification has become rampant and carries significant consequences that can negatively impact patient care and a hospital's financial performance.

According to the Ponemon Institute 2016 National Patient Misidentification Report, clinicians spend, on average, 28.2 minutes per shift searching for medical records, and 86% of respondents have witnessed a medical error as the direct result of misidentification. Such misidentification errors can lead to denied claims. In fact, the report found that 35% of all denied claims are due to misidentification, which can cost hospitals up to \$1.2 million a year.



Read this report to:

- Know where, when, and how misidentification can occur in a healthcare organization
- Learn about the clinical impact of patient misidentification
- Understand how patient misidentification can financially impact healthcare organizations

Why Misidentification Happens

- Patients confused or can not communicate
- Information on file outdated or incorrect
- Registrars rushed or poorly trained
- Lack of accountability and conflicting priorities
- Cultural variation in naming conventions
- Intentional medical fraud and abuse
- Lack of awareness by the general public

How misidentification impacts patient care

- Clinicians accessing incomplete or inaccurate records
- Previous tests repeated
- Medications improperly managed
- Privacy breaches
- Patients accessing invalid information
- Results sent to unaffiliated physicians

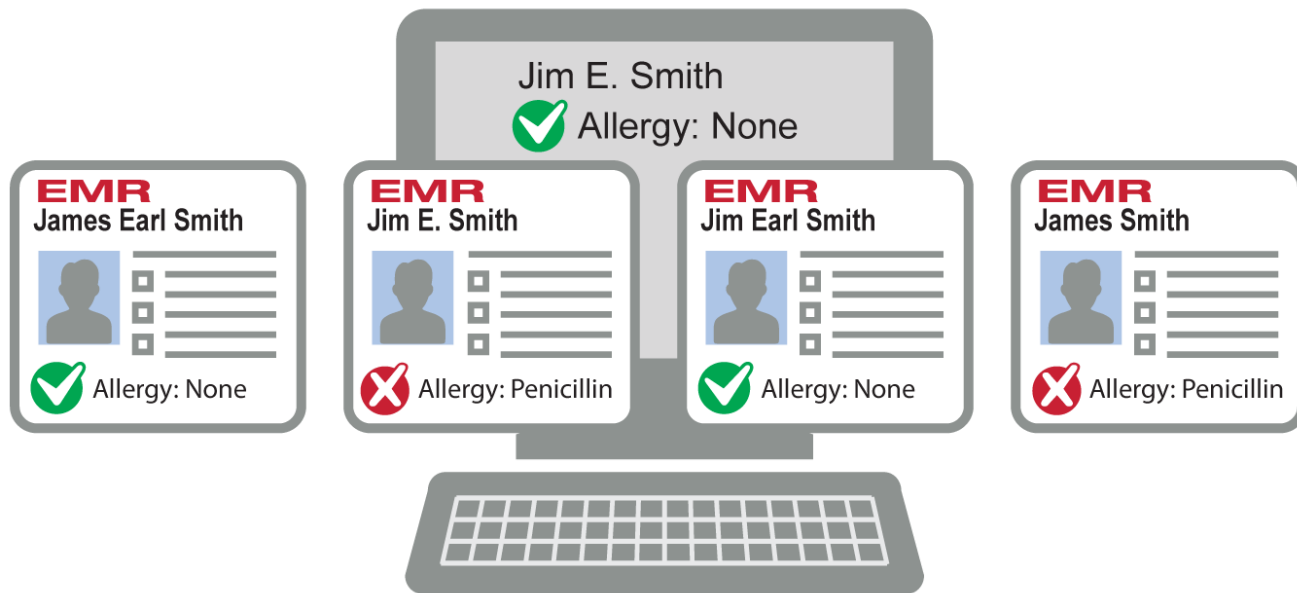


How it impacts revenue

- Claim denials for duplicate tests
- Payment delays due to wrong demographics
- Claims reworked, re-billed
- Extensive labor costs to correct records
- Patient dissatisfaction, distrust
- Penalties associated with privacy breaches



Patient identification challenges

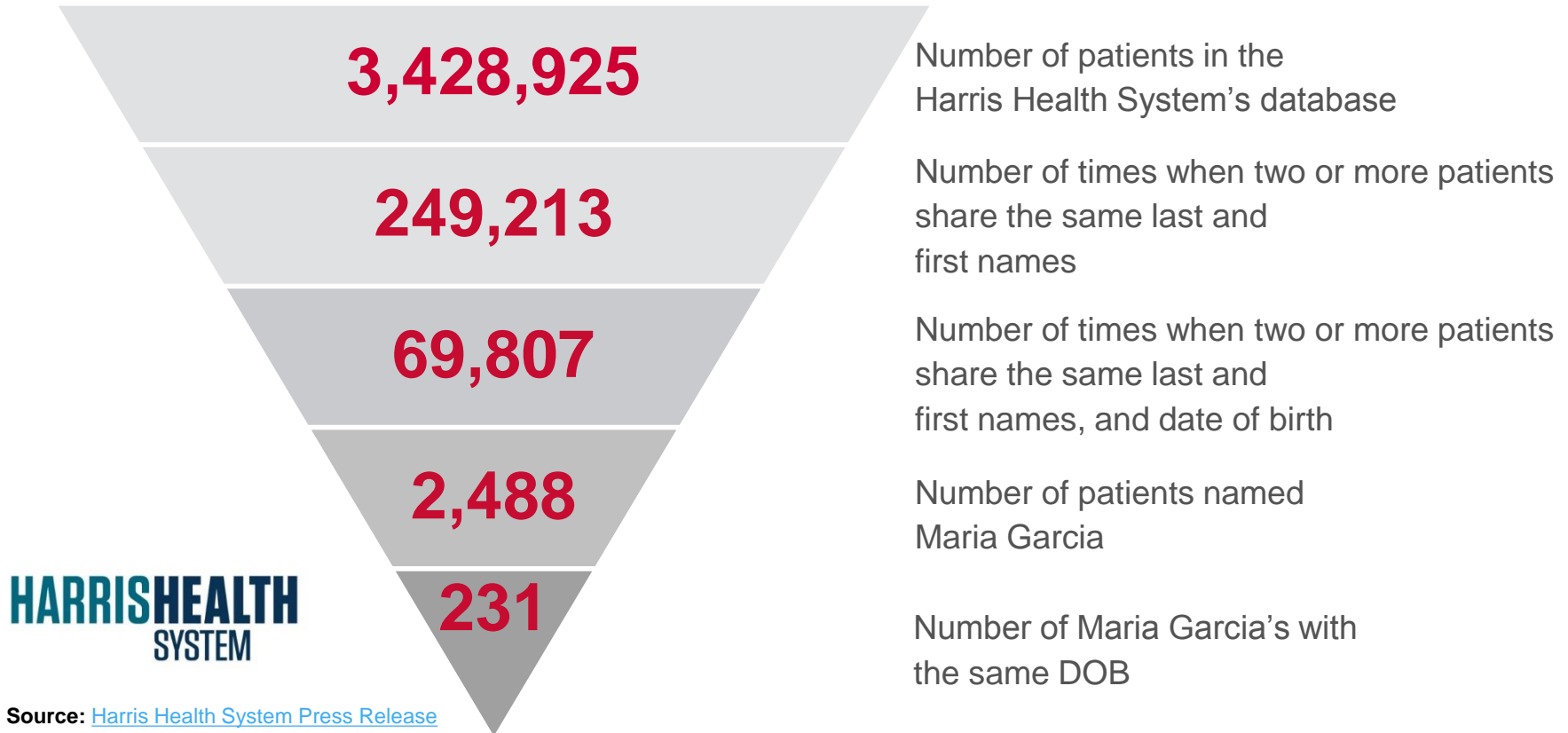


Source: AHIMA MPI Task Force. "Building an Enterprise Master Person Index." Journal of AHIMA 75, no. 1 (Jan. 2004): 56A-D

Duplicate Medical Records: 8 – 12% Error Rate



Why can patient identification be so difficult?



HARRISHEALTH
SYSTEM

Source: [Harris Health System Press Release](#)



Positive Patient Identification



Positive ID at registration



Positive ID at check-in kiosks



Point of care verification



Unconscious patient ID



ADT, EHR & EMPI Integration



Hospital & patient adoption program



Reporting & analytics

Positive identification enables healthcare organizations to improve patient safety, increase revenue capture and speed check-in times.

Case Study – Carolinas HealthCare System

- ✓ Reduced Duplicate Medical Records to .01%
- ✓ Reduced Check in times by 75%
- ✓ Prevented ID Theft & Insurance Card Sharing
- ✓ Improved Patient Safety & Satisfaction

Better than national average by:



80x



Carolinas HealthCare System

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