Use case overview

Supporting pandemic response with identity data management

How a next-generation EMPI can help improve infectious disease surveillance and response

Rhapsody® EMPI is the market leader in automated enterprise identity management. In helping support the initial response to COVID-19, Rhapsody EMPI provided clean, reliable, and accurately matched data to support rapid, effective public health interventions.

Testing

Research from the Council of State and Territorial Epidemiologists (CSTE) found that nationally, 80% of coronavirus test results were missing critical demographic information and 50% were missing addresses. To identify at-risk populations, demographic information on who has been tested and who tests positive is critical. That includes such demographic data as race and ethnicity, which is missing for almost half of COVID-19 cases nationwide.

Solution

Rhapsody EMPI synchronizes demographics across multiple systems and sites of care, and facilitates real-time interoperability across all healthcare constituents to support highly coordinated care.

Vaccinations

Patients must be accurately identified and consistently matched to their health records to track who has received a vaccine and who hasn't. Multiple doses and different manufacturers not only pose logistical concerns, but also serious health and safety implications as well.

Solution

Rhapsody EMPI data aggregation and matching capabilities ensure the right individual receives the right vaccine at the right time; facilitates information sharing among clinicians, pharmacists and public health officials; and unifies immunization and related health data acrossa myriad of systems, locations and populations to identify gaps in vaccination coverage, and identify adverse side effects or events.

Contact Tracing

Contact tracing efforts continue to lag because basic demographics like phone numbers and addresses to communicate with patients are not captured. Further, labs routinely input the ordering provider's phone number instead of the patient's, while others don't supply a phone number at all. Lack of standardized data and efficient patient matching means contact tracers spend valuable time trying to locate individuals that may be unknowingly spreading the virus.

Solution

With integrated geocoding and address verification, Rhapsody EMPI allows for effective health monitoring so officials can readily determine when and where a patient tested positive, and if that patient has put others at risk.

Customer Success Story

CyncHealth has supported its COVID-19 response using Rhapsody EMPI to:

○ Enable precise patient matching and identification for 4 million residents across 300 participating healthcare providers

○ Create a flexible, interoperable, scalable infrastructure on shared standards

○ Stand up new COVID-19 functionalities and onboard new partners and sources of data including bed utilization and hospital capacity

Results:

○ More accurate and current public health reporting and community health management through improved data synchronization across providers and health departments

○ Improved resource allocation planning through a better understanding of statewide trends in bed utilization and hospital capacity

○ More consistent patient tracking from diagnosis to recovery

"It only took about a week and a half to stand up our COVID dashboard, and that's largely due to how well we have been able to identify individuals and match their data"

Kevin Conway
Manager of Data Integrity, CyncHealth

About Rhapsody

Rhapsody partners with healthcare organizations around the globe delivering its adaptable Interoperability Suite to reliably connect, classify, and clean data. Rhapsody health solutions power the applications and workflows that improve clinical, operational, and financial outcomes today while helping teams respond to and prepare for changes on the horizon. Rhapsody is committed to empowering people throughout the healthcare ecosystem, from specialty clinics to large care networks, from public health to health technology, and everything in between.

For more information, visit rhapsody.health.