

eBook

Avoid the Burden and Risk of Multiple Person Records

Discover how identity management technology streamlines data quality across points of service

Introduction

Healthcare is the world's fastest growing source of data. This wealth of information comes from many sources, including hospitals, retail clinics, doctor's offices, wearable devices, etc., and has incredible potential to transform patient care. Unfortunately, the amount of data and variability of sources increases the risk of duplicate material or information that is often inaccurate, incomplete, or inconsistent. These challenges can erode patient trust, make it difficult to implement patient-centered initiatives, and ultimately result in revenue loss.

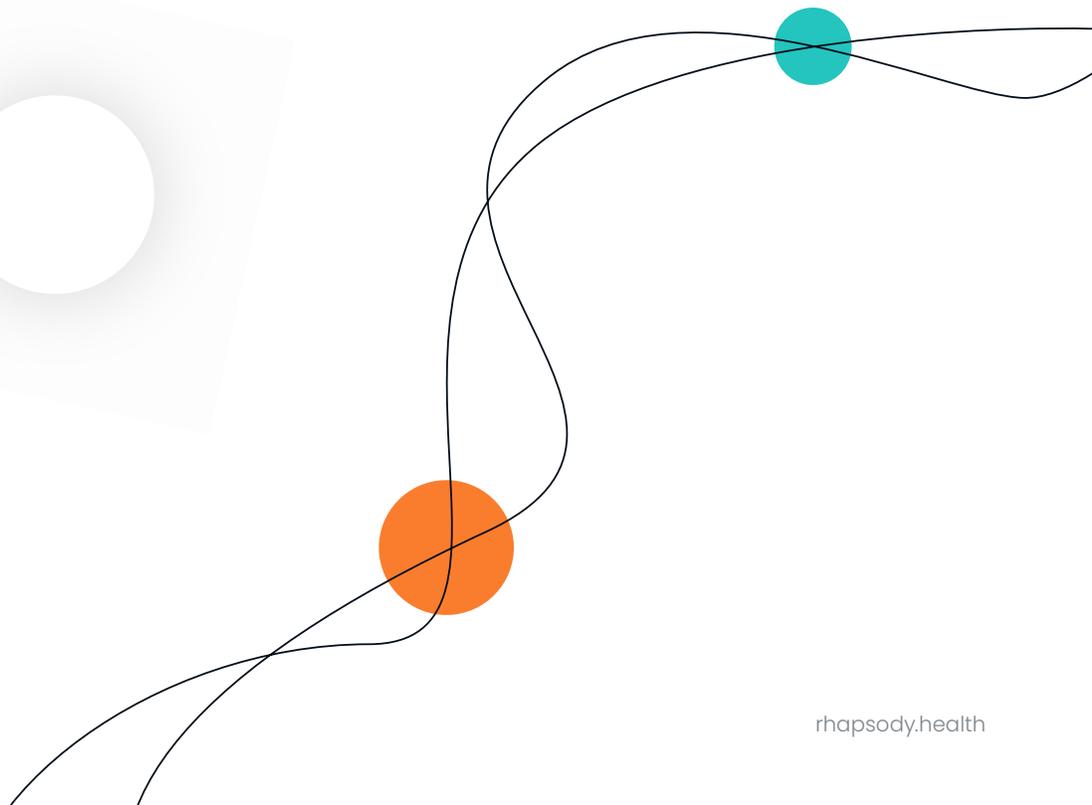
Gartner states that "Inaccurate patient identification and the cross-linking of patient records can delay treatment, leading to potentially life-threatening patient safety issues, compromised care, operational inefficiencies, reimbursement delays, and increased legal risk!"



No two patients are the same.
Positive patient experiences require targeted and accurate data.

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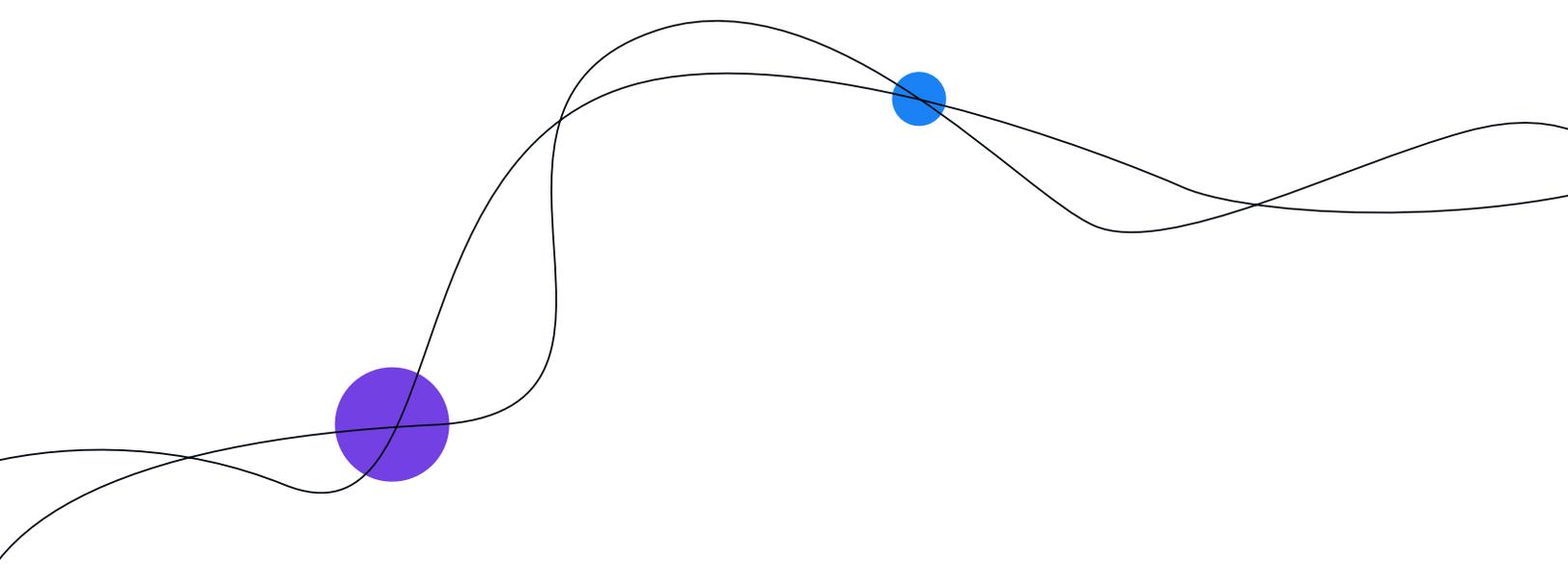


EMPI Overview

- Duplicate person data costs \$1 million per year for the average large hospital.
- Incomplete or inaccurate data can hurt patients.
- The problem is bigger than the EHR and it is growing.
- M&A and adding new practices to a health system add chances for duplication.
- Highly-accurate and current person data also leads to new opportunities for improving care, streamlining operations, and organizational growth.



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Patient Identification by the Numbers



According to the World Health Organization, "Common adverse events that may result in avoidable patient harm are medication errors, unsafe surgical procedures, health care-associated infections, diagnostic errors, patient falls, pressure ulcers, **patient misidentification**, unsafe blood transfusion and venous thromboembolism."²



50%

Errors occur in matching records to the correct patient up to 50% of the time.³



70%

of respondents in a Patient ID Now survey stated they agree or strongly agree that patients undergo or receive **duplicative or unnecessary testing or services** due to difficulties in managing patient identities.⁴



\$1,950

The **expense of repeated medical care** due to duplicate records costs an average of \$1,950 per patient inpatient stay, and over \$1,700 per emergency department visit.⁵



35%

percent of all **denied claims** result from inaccurate patient identification, costing the average hospital **\$2.5 million** and the US healthcare system over **\$6.7 billion** annually.⁶



10

Organizations report devoting 10 **employees to patient identity resolution**.⁷



According to the American Health Information Management Association, "you have to **get patient identification right before you can pursue strategic initiatives** like population health, value-based care, and more meaningful patient engagement. The stakes for patient identification are high—and enterprise master patient index (EMPI) technology can provide a foundation that helps you accurately identify and engage your patients, no matter where they present."⁸



Gartner describes EMPIs as "**crucial tools for reconciling patient identity** and addressing medical record matching challenges needed for high-quality healthcare delivery and health information exchange."⁹

Top Considerations for Implementing EMPI Solutions

Next-generation EMPI solutions can enable the delivery of higher-quality patient care, improve business insights, and decrease costs. Make sure you have the right partner.

With healthcare data, there is only one constant: the patient. The patient doesn't change between the lab, imaging, a provider's office, a hospital, vaccination centers, etc.- why should their data?

Healthcare data must be matched, accurate, and available – in the right context – for the person who's using it and receiving it. Here is what to look for to enable modular, flexible and scalable interoperability across locations, sources and formats.

EMPI Checklist

- Designed for healthcare
- Supports future integration and interoperability
- Scalability
- Matching beyond reference data
- Minimizing duplicates
- Deployment flexibility: On-premises and cloud
- Privacy and security

[Learn More](#)



Rhapsody EMPI Builds Confident Person Data

Meet every criteria with a next-generation EMPI

Case studies

Geisinger

Geisinger drives M&A success with patient identification from Rhapsody

[Read more >](#)



Rhapsody EMPI saves KeyHIE 743 hours of manual labor per month while establishing an integrated network of accurate, accessible health records

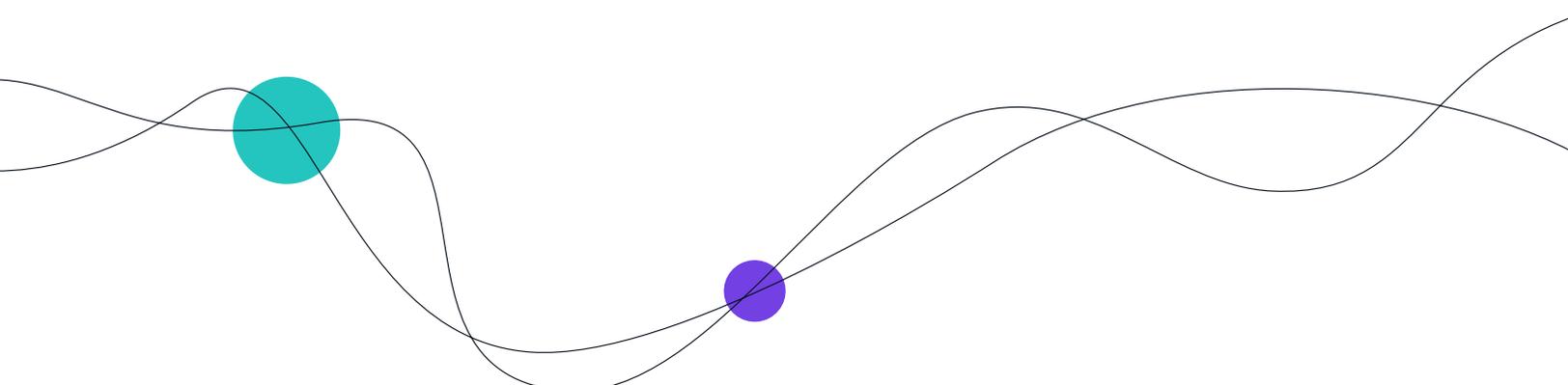
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CyncHealth

CyncHealth consolidates 14 disparate technology systems and data for 5 million patients to create a longitudinal health record with Rhapsody Interoperability Suite

[Read more >](#)

Rhapsody gives customers unparalleled flexibility and control when it comes to managing their person data.



We are Your EMPI Partner

Additional resources to learn more about EMPIs and how Rhapsody can help



E-book

Know Your People

[Read more >](#)



Guide

Be a Champion for Healthy Data

[Read more >](#)



Blog

Longitudinal care records: How an EMPI can help make these a reality

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