CASE STUDY:
EMPI FOR ENTERPRISE EHR

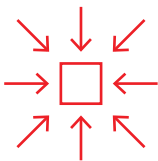## AN EMPI IS ESSENTIAL FOR A SINGLE EHR STRATEGY

This large East Coast academic institution comprises several campuses across a major metropolitan area, spanning three states and serving nearly 1.5 million outpatients and 50,000 inpatients annually.

Even though they selected a single EHR, the organization still had more than 10 registration systems, each with unique patient identifiers and provider directories across locations.

Despite this single EHR approach, the organization needed to transcend their remaining EHR silos to create a solid foundation for patient engagement and population health initiatives.
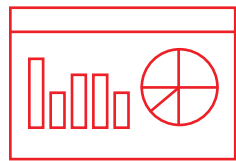
An innovative EMPI provided the answer, connecting the various systems to maintain superior data quality, integrate with external data, and enhance patient engagement. The organization deployed IMT Master:ID™ to create a future-ready platform that will drive better clinical outcomes as the technology stack continues to evolve.

A NEXT GENERATION EMPI PROVIDES THE FOUNDATION FOR INTEROPERABILITY AND PATIENT ENGAGEMENT
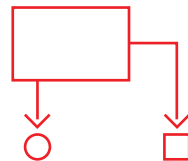
SUPERIOR DATA QUALITY
The enterprise manages 9+ million records for 5.7 million unique patients, with a significant reduction in duplicates created in the EHR. The organization now reports an average duplicate rate of 1.83%, with some EHRs as low as 0.04%.

ENHANCED ENTERPRISE EHRS
The EHR benefits from more effective and efficient data stewardship that enhances data quality and integrity by using machine learning for data stewardship and intelligent record matching.
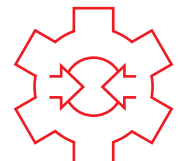
IMPROVED CLINICIAN WORKFLOW
Clinicians see a complete view of all patient encounters across all remaining silos under a single enterprise record, regardless of location.

INCREASED PATIENT RETENTION
Patients receive more collaborative care, improving their entire experience and providing benefits to seek in-network care.

MORE AGILITY TO EVOLVE
An EMPI underpins the data needed for ever-changing business and strategic initiatives, enabling the agility to address market and consumer demands.

IMPROVED PATIENT ATTRIBUTION

Each month, Master:ID manages at-risk contracts by comparing 12 unique third-party beneficiary rosters with existing patient data.

Without Master:ID, the EHR would only identify about half of the applicable population. That would create 50,000 potential duplicates each month – requiring costly, time-intensive manual review.

When data stewards are unable to keep up with task volumes of this size, duplicates are used and further propagated through the EHR. As more clinical and financial records are attached to those duplicates, merging the records later becomes much more complex and in some cases, impossible.

Timely matching of these rosters protects downstream data and provides cost-effective care management that enables quality measures and better consumer engagement. Using Master:ID required a small one-time fee and now saves the organization an average of $150,000 each month compared to the alternatives.

A FUTURE BUILT ON TRUSTED DATA

This healthcare organization recognizes the benefits of a foundational EMPI as they transition to a single EHR approach. The EMPI seamlessly integrates people, processes, and technologies while creating a backbone for future mergers and acquisitions, regional partnerships, consumer portals, payer initiatives, and more.
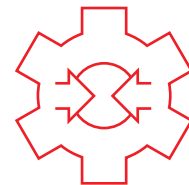
ADVANCE RESEARCH INITIATIVES
The institution can better identify patients for clinical trials and aggregate data for population-based research initiatives.

LINK EXTERNAL DATA
Using next generation tools such as IBM Entity Insight, the institution can leverage social determinant data to better serve the patient community.

FUTURE-READY PLATFORM
The institution plans to enhance its digital front door while integrating machine learning and technologies such as patient wearables.

How Master:ID works:

- Creates an enterprise view of patients to streamline the EHR's initial load of current and historical data, ensuring high quality data flows to downstream systems

- Administers the enterprise ID to serve as the foundation for the single-platform EHR and enable interoperability, engagement, and roster management for population health and value-based payments

- Autolinks legacy records through a precise matching algorithm with optimized thresholds, significantly reducing manual data stewardship and providing a secure and complete record.

The result:

- The EHR contains comprehensive patient data without data loss or record mismatch resulting from system conversion

- Standardized data stewardship processes eliminate future duplicates from propagating in the EHR and stewards "review-only" exceptions for efficiency and confidence

- The organization can truly activate the data to comprehensively manage and improve care across the healthcare spectrum with confidence in the EHR's patient records

Transforming healthcare starts with a delivery system based on caring, regardless of location. The Master:ID platform offers a single trusted view of each patient to enable collaborative care that improves outcomes, no matter where a patient is seen.

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