Healthcare’s Identity Crisis

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Positive Patient Identification for Healthcare

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Patient identity
Duplicate and overlaid medical records

Medical errors and sentinel events

Revenue loss and denied claims

Medical identity and insurance fraud

Patient identity
Misidentification causes 30% of radiation, medication & blood transfusion errors.

- Duplicate and overlaid medical records
- Medical identity and insurance fraud
- Revenue loss and denied claims
Average duplicate rate is 7-10%, costing up to $1000 per duplicate record and $5000 per overlay to cleanse.

- Medical errors and sentinel events
- Revenue loss and denied claims
- Medical identity and insurance fraud
- Revenue loss and denied claims

Patient identity
Misidentification leads to a **5% annual net patient revenue loss** per hospital from denied claims and bad debt.
2.3M patients impacted by medical identity theft annually

Medical errors and sentinel events

Revenue loss and denied claims

Duplicate and overlaid medical records

Patient identity
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

- - 6%
Medical errors in the news

Death in the United States

<table>
<thead>
<tr>
<th>Cause</th>
<th>Deaths</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heart disease</td>
<td>614,348</td>
</tr>
<tr>
<td>Cancer</td>
<td>501,699</td>
</tr>
<tr>
<td>Medical error</td>
<td>251,454</td>
</tr>
<tr>
<td>Respiratory disease</td>
<td>147,101</td>
</tr>
<tr>
<td>Accidents</td>
<td>136,053</td>
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<tr>
<td>Stroke</td>
<td>133,103</td>
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<tr>
<td>Alzheimer's</td>
<td>93,541</td>
</tr>
<tr>
<td>Diabetes</td>
<td>76,488</td>
</tr>
<tr>
<td>Flu/pneumonia</td>
<td>55,227</td>
</tr>
</tbody>
</table>

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.
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 breeches
Patient identification challenges

Duplicate Medical Records: 8 – 12% Error Rate

Why can patient identification be so difficult?

- **3,428,925** patients in the Harris Health System’s database
- **249,213** times when two or more patients share the same last and first names
- **69,807** times when two or more patients share the same last and first names, and date of birth
- **2,488** patients named Maria Garcia
- **231** Maria Garcia’s with the same DOB

**Source:** Harris Health System Press Release
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

Source: Craig Richardville’s testimony before the Senate Committee on Health, Education, Labor and Pensions on June 10, 2015.
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