Positive patient identification in today’s healthcare environment

Sean Kelly, MD, Chief Medical Officer, Imprivata
Dr. Sean Kelly is the Chief Medical Officer at Imprivata where he heads the company’s Clinical Workflow Productivity team and advises on the clinical practice of healthcare IT security.

In addition to serving as Imprivata CMO, Dr. Kelly practices medicine and teaches at Beth Israel Deaconess Medical Center, a level one trauma center and academic teaching hospital in Boston, MA.

Dr. Kelly trained at Harvard College, University of Massachusetts Medical School, and Vanderbilt University, where he served as resident and Chief Resident. He is board certified in Emergency Medicine and is a Fellow in the American College of Emergency Physicians.
Objectives

• Establish the importance of positive patient identification in healthcare and the risks of patient misidentification

• Discuss how the current environment in healthcare has created even more new challenges when it comes to ensuring patient safety

• Introduce touchless biometric identification as a way to meet the needs of clinicians, patients and staff when it comes to patient safety and patient experience.
Why can patient identification be so difficult?

Source: Harris Health System Press Release

Sean Kelly, MD
Boston, MA

Maria Garcia
Senior Editor, The ARTery

Oscar Perez, VP, IT,
Memorial Healthcare System,
Florida
Get it right from the start…

- Enhance Patient Satisfaction
- Improve Patient Safety
- Reduces Identity Theft
- Drive Revenue Efficiency
Imprivata PatientSecure – how it works

Biometric-based positive patient identification solution for healthcare

1. Biometric enrollment creates a biometric 1:1 link to MRNs from EHR and/or eMPI

2. Securely and accurately identifies patients at any entry point of care by searching or from a scheduled workflow

3. Retrieves the correct record from EHR without additional clicks
Why palm vein biometrics

- Highly accurate, unique, and stable
- Virtually 100% of the patient population can use the technology
- High patient adoption; non-intrusive, easy-to-use, and stigma-free
COVID-19: Patient identification matters even more

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<th>Patient Safety</th>
<th>Before COVID….</th>
<th>Today – and tomorrow…</th>
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<td></td>
<td>• Clinicians need correct record</td>
<td>• Safety. In seconds.</td>
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<td>• Reduce medical errors</td>
<td>• Faster check-ins.</td>
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<td>Rev Cycle</td>
<td>• Mis-ID costs $1.2M / year</td>
<td>• Revenues down</td>
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<td>• ID theft/fraud</td>
<td>• Interoperability demands</td>
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<td>• ROI required</td>
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**Don’t Delay Going to the ER for Fear of COVID Exposure**
COVID highlights need for patient matching

“The COVID-19 pandemic has highlighted the gaps in health data exchange that have and will continue to inhibit the nation’s response to this, and future, pandemics if they remain unaddressed.”

“ONC should incorporate biometrics into the patient matching evaluation and ensure to include safeguards that support patients’ privacy and preferences.”

Letter from Pew Charitable Trust to Dr. Donald Rucker, ONC, July 23, 2020
Imprivata Joins Patient ID Now Coalition

**Patient ID Now** is a coalition of healthcare organizations representing a wide range of healthcare stakeholders committed to advancing through legislation and regulations a nationwide strategy to address patient identification.
Patient ID Now – Take Action via Twitter

- Support removal of Sec. 510 of Labor-H bill to allow patient identification strategy to advance in order to **improve patient safety, outcomes and lower costs**. Patients deserve better. #patientIDnow

- **COVID-19 highlighted the need to address patient misidentification.** Without a national strategy, efforts to study the disease and roll out a vaccine are hindered. [@Senator], please repeal Sec. 510 of Labor-H bill now. #patientIDnow

- We need data to inform public health. **The lack of accurate information in patient records risks not just individual patients, but public health efforts as a whole.** [@Senator], I ask you to repeal Sec. 510 of Labor-H bill. #patientIDnow

- Patient misidentification costs the average healthcare facility $17.4 million per year in denied claims and lost revenue. **It’s time to address patient misidentification.** #patientIDnow
Interoperability requires certainty of patient identity

... one patient identity across the entire healthcare continuum
"We believe we can reduce overall healthcare costs," said Merlo. "The pandemic has accelerated elements of our transformation."

Included in that transformation, he said, is a focus on mobile technology that allows patients to schedule appointments and enter their insurance information. While there will always be a need to see patients face-to-face, Merlo sees the future of healthcare residing at the intersection of digital and brick-and-mortar assets.

Positive patient identification is at this intersection.
Positive Patient Identification is foundational to safe care and achieving true interoperability in Healthcare in the 21st Century
Enabling Healthcare. Securely.