



Enterprise Master Patient Index (eMPI) Data Reconciliation Services



A well-managed MPI

Ensures that patient information is clean and accurate

Patient misidentification and duplicate patient records dramatically impact a health care provider organization's patient safety and create financial risk. When a patient's complete and accurate record cannot be accessed in a timely manner, patients face risk due to delays in diagnosis and treatment, duplication of tests, and adverse drug interactions. Poor Master Patient Index (MPI) information causes delays in billing, collections, and service delivery which increases A/R days and decreases patient and physician satisfaction. Duplicate records also compromise the effectiveness of costly IT initiatives such as electronic health records deployment and Meaningful Use attainment.

Current health care initiatives such as Accountable Care Organizations and Value Based Reimbursement depend on the

exchange of accurate patient data so the importance cannot be overstated.

The process of validating and resolving duplicate medical records is most often a manual, labor-intensive project assigned to existing staff as an additional responsibility. This manual data reconciliation approach drives up administrative costs and seldom provides a lasting solution.

A well-managed MPI, a key component of any organization's data integrity strategy, ensures that patient information is clean and accurate, thus mitigating the risk of treatment delays, inappropriate care decisions, and missed reimbursement opportunities.



Our Approach

nThrive™ provides technology-enabled services which efficiently address data integrity issues and minimize the ongoing costs of maintaining patient data quality. The eMPI Data Reconciliation Service delivers a proven methodology which leverages industry leading practices for discovering the root causes of patient record duplication, and merges records to normalize the master patient index. The eMPI Data Reconciliation Service includes the following key components:

- Validate MPI issues through on-site discovery sessions

- Leverage technology to identify duplicates and their root causes
- Evaluate and redesign internal processes contributing to MPI problems
- Detailed analysis of all data to find duplicate records
- Verify accuracy of patient record data and merge duplicate records
- Optional service – quarterly MPI checkup

The nThrive Value

- **Our Vast Systems Knowledge.** Over 14 years of experience with every major Health Information Management system and most ancillary systems in the market.
- **Data Analysis Capabilities.** We use an advanced probabilistic algorithm, leveraging modern machine learning, artificial intelligence, statistical and natural language processing techniques to identify data integrity errors and offer superior duplicate detection capabilities.
- **Proprietary Technology and Tools.** Our proprietary workflow tool provides operational efficiencies, quality assurance monitoring, and production reports.
- **Our Trained and Experienced Staff.** All staff assigned to your clean-up project are trained and certified Patient Identity Experts so that you are guaranteed to have qualified resources on your project.
- **Knowledge Transfer.** After identifying your data integrity issues and root causes, we provide recommended corrective actions to help you reduce the creation of duplicates forward going.
- **A Focus on Quality.** We thoroughly document and test all procedures required for a clean-up project. All critical work performed throughout the project is subject to a comprehensive QA process.

From patient-to-payment, we'll provide all the technology, advisory expertise, services, analytics and education programs you'll need to thrive in the communities you serve.

For more information, please visit www.nthrive.com