

LOUISIANA HEALTH CARE QUALITY FORUM

POLICY: Enterprise Master Patient/Person Index Maintenance	EFFECTIVE: 10-01-2011
DEPARTMENT: LaHIE	REVISED:

PURPOSE

To ensure a process is implemented and followed to maintain the Enterprise Master Patient/Person Index (EMPI) and perform all duties necessary for ensuring the integrity and quality of the EMPI data.

PROCESS

1. Patient Matching
 - a. LHCQF, in conjunction with the EMPI Software vendor, will establish the matching thresholds to be used. These thresholds, along with industry standard matching algorithms, are used to identify the incoming and existing records that should be linked. LaHIE staff will monitor the matching results, and make periodic adjustments to the thresholds as necessary.
 - b. The EMPI Software vendor utilizes a proprietary algorithm to assess the similarity of individual records. When two records are compared, the algorithm generates a weighting that describes how similar the two records are. If this weighting falls below a Duplicate Threshold level, the records are treated as separate and no further actions are taken. If the weighting falls between the Duplicate Threshold and the Match Threshold, the system flags these records as being potential duplicates, and requires further manual intervention. If the weighting falls above the Match Threshold, the system automatically merges the two records, unless the records are flagged as potential false positives by the system, requiring further manual intervention. An example of a potential false positive is where two records are almost identical (as in the case of twins) resulting in a high weighting score, but the two records should remain unique. The algorithm considers certain demographic fields contained in a record - such as First Name, Last Name, Social Security Number, Date of Birth, Gender, etc. - and applies a weighting corresponding to how similar the two fields are to each other. Specific information regarding the Duplicate and Match Thresholds, field weightings, and other algorithm and matching-specific information can be found in the LaHIE EMPI Settings document.
2. Unresolved Matches
 - a. LHCQF, in conjunction with Participants' HIM Director (or their designee), will establish procedures to correct any unresolved matches or discrepancies within the EMPI. Timeframes for resolution will be agreed to by all parties involved in establishing the procedure. The procedure and timeline for resolution will be reviewed periodically, and adjusted as necessary.
3. Access to EMPI
 - a. LHCQF's Health IT Director, or designee, must authorize access to the EMPI System. Direct access to the EMPI System will be granted to staff members, sub-contractors, EMPI software vendor, etc. as necessary to maintain the quality and integrity of the EMPI. Additional access will have to be approved by the Health IT Director or their

LOUISIANA HEALTH CARE QUALITY FORUM

designee. The Health IT Director will periodically review the list of authorized users and remove users who will no longer be requiring access to maintain the EMPI.

4. Matching Process Audit
 - a. LHCQF will periodically perform audits on a sample set of records after they have been processed by the matching algorithm within the EMPI. This sample set will be compared to established matching thresholds to confirm the algorithm is functioning as configured.
5. Accuracy Threshold
 - a. LHCQF will implement processes to ensure an accuracy threshold of at least 95% is achieved in patient matching approach.

APPROVAL:

Cindy Munn

Executive Director

Louisiana Health Care Quality Forum