Identity Management in a Healthcare Environment

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Memorial Health Services

- Memorial Health Services - 5 hospitals
- Long Beach Memorial Medical Center - 770 beds
- Saddleback Memorial Medical Center - 340 beds
- Anaheim Memorial Medical Center - 325 beds
- Orange Coast Memorial Medical Center - 110 beds
Our Environment

- 4 Different Inpatient Admitting Systems at the 5 hospitals
- Many disparate Outpatient Admitting Systems
- Over 80 interfaces between systems, including clinical, financial, administrative
- Can’t maintain permanent patient record
Problems with Identity Mgmt.

- Multiple MPI’s (Master Patient Indices)
- True identity crises…
  - Example:
    Patient is admitted to Saddleback Memorial in Laguna Hills in 1999 with chest pain. Lab work and x-rays are ordered and taken. Patient is discharged. Patient presents for admission in 2001 at Long Beach Memorial and admitting staff has no record of this patient due to disparate systems….
So…..

- We can’t easily access patients lab results, x-ray findings from previous visit.
- Billing systems are disparate so is this a bad debt patient?? We don’t know.
- Patient is admitted into Long Beach admitting system with current demographic info.
- Might be different than info from last visit.. We would never know!!
HIPAA Implications

• Health Information Portability and Accountability Act. (Coming to a hospital near you…)

• Requires Permanent patient record. Information on patient visits to be accessible to care givers

• Security is paramount. A phonecall to another facility to send Medical Record won’t cut the mustard
Electronic Medical Record

- Tool for clinicians which allows access to patients history online
- Without permanent patient record, Electronic medical record isn’t feasible
- In other words… With so many disparate systems at our medical centers, we can’t utilize an EMR
A Solution is at our Fingertips

- EMPI. Enterprise-wide Master Patient Index
- Acts as umbrella to all hospitals within the health system
- Each admission and/or registration at each hospital flows via HL7 interface to EMPI
- Changes made in EMPI flow to campus systems
- Permanent patient record is created
EMPI cont...

- EMPI creates and stores a Universal ID for each patient.
- Way to identify a patient throughout the continuum of care.
- Each point of entry system (admitting, outpatient pharmacy, outreach lab) will have access to EMPI.
- Each admission and registration will create sub entry, storing local Medical Record #.
More EMPI...

- Visit level billing information accessible. (We’ll know if a patient is bad debt)
- Access to clinical information using EMR. (If we can ID a patient accurately all the time we can view the patient’s care and provide better care going forward)
- Satisfies HIPAA requirements for Identity Management
How Close are We?

- Proof of Concept demonstrations have been done
- Vendors are being evaluated
- Cost being determined ($2 million + for large health system)
- Few are there already.
- THIS WILL BE THE MOST IMPORTANT THING WE DO IN THE NEXT 3 YEARS!
Questions??

Thank You!!