

CHALLENGES WITH TESTING THE PATIENT MERGE SYSTEM

Fort Defiance Indian Hospital

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I. Introduction

- This software has been developed to assist local facility HIM staff in identifying and merging duplicate records found in the RPMS Registration files.
- Record pairs are identified as potential duplicates through comparisons that are conducted during a search of the database.

- These potential duplicates are validated through a review process to verify that they are indeed duplicates, and then merged.
- This software is intended to provide a reliable approach to correctly identifying and merging duplicate records.

II. Background

- **What:** It's a software, version 1.0 component of the VA Duplicate Records Merge Application.
- **When:** The alpha testing of this software was completed at Cherokee, Parker, and PIMC. Fort Defiance joined the testing in September 2007 during the beta testing phase.

- **Why:** To resolve all duplicate charts.
- **Who:** At Fort Defiance, Medical Records is the owner of the software where two employees hold the key for running the reports and merging. Currently, we are still in the testing phase until it is released.
- We worked with the IRM Department in getting the software installed and configured.
- We received the manual. Notification of any problems encountered were routed through the mail group. Issues were resolved immediately.

III. Highlights of the merge process

- Patient Merge provides an automated method to eliminate duplicate patient records within the RPMS database.
- The overall process consists of four major steps:
 1. Print list of file duplicates
 2. Verify potential duplicates
 3. Approve verified duplicates for merging
 4. Schedule process to merge verified duplicates

The search process can be lengthy and is recommended for off-peak hours.

- Always use the first chart number that was issued to the patient.
- Once duplicates are merged, there is no UN- MERGING.
- You have to research and verify potential duplicates.
- There is a waiting period before the merge takes place.

Site set to FORT DEFIANCE INDIAN HOSPITAL

ADT ADT Menu ...
BPM IHS Patient Merge ...
PCC Patient Care Component ...
PRG Patient registration ...
ROI RELEASE OF INFORMATION SYSTEM ...
SCH Scheduling Menu ...
SSN SSN Reports Menu ...
VIEW View Patient Reg. and Health Summary Info. ...

Select IHS Core Option: BPM

IHS Patient Merge

-----> INDIAN HEALTH SERVICE
IHS PATIENT MERGE ----->
-----> VERSION 1.0 ----->

FORT DEFIANCE INDIAN HOSPITAL

- S1 Find Potential Duplicates ...
- S2 Review/Verify Duplicates ...
- S3 Merge Verified Duplicates ...
- PMR Patient Merge Reports ...

Select IHS Patient Merge Option: S2

Review/Verify Duplicates

(FORT DEFIANCE INDIAN HOSPITAL)

- VPD Verify Potential Duplicates
- ADD Add Verified Duplicate Pair
- DVP Display Verified Pair
- CDC Check for Data Conflicts
- PMP Identify Potential Merge Problems
- EDIT Edit the Status Field of a Duplicate Record

Select Verify Duplicates Option: VPD

Verify Potential Duplicates

- At the following prompt select a **POTENTIAL DUPLICATE ENTRY**. If a selection is not made, you will be given a chance to select from a list if you want to. Otherwise, you will be returned to the menu system.

Select VA PATIENT NAME: FDIH

There are 7 choices.

1. DOE,JANE [ien=53066]
2. DOE,JOHN [ien=53070]
3. DOE I,JOHN [ien=54564]
4. DOE II,JANE [ien=53069]
5. DOE V,JOHN [ien=54563]

Choose from 1 to 5

Or return to continue: : (1-5): 1

DOE V,JOHN [ien=53066]

This entry is paired with more than one other record.
Select which pair from the following list:

1. DOE,JANE [ien=53066]
2. DOE,JOHN [ien=53070]
3. DOE I,JOHN [ien=54564]
4. DOE II,JANE [ien=53069]
5. DOE V,JOHN [ien=54563]

Choose from 1 to 5: (1-5): 3

Determine if these entries ARE or ARE NOT duplicates.

[#53070]	RECORD1 [#53066]	RECORD2
	DOE V,JOHN	DOE I,JOHN
SCORE =NULL	CMOR SCORE =NULL	CMOR

NAME	"DOE V,JOHN"	"DOE I,JOHN"
SEX	MALE	MALE
DATE OF BIRTH	02/01/1991	02/01/1991
CHECK FOR DUPLICATE	YES	YES

Enter RETURN to continue or '^' to exit:

RECORD1 [#53066]

DOE V,JOHN

CMOR SCORE =NULL

=NULL

RECORD2 [#53070]

DOE I,JOHN

CMOR SCORE

PLACE OF BIRTH [CITY] "FT.DEFIANCE"

"FT.DEFIANCE"

PLACE OF BIRTH [STATE] ARIZONA

ARIZONA

SERVICE CONNECTED? NO

NO

Enter RETURN to continue or '^' to exit:

RECORD1 [#53066]
DOE V,JOHN
CMOR SCORE = NULL

RECORD2 [#53070]
DOE I,JOHN
CMOR SCORE =

NULL

E-NAME "FDIH,PHARMACY"
"FDIH,PHARMACY"

LABORATORY REFERENCE 21562 22871

Enter RETURN to continue or '^' to exit:

RECORD1 contains fewer data elements, usually this would indicate that this record would be merged **INTO** the other. Determine if these entries **ARE** or are **NOT** duplicates.

RECORD1 [#53066]
DOE V,JOHN

RECORD2 [#53070]
DOE I,JOHN

DATE ESTABLISHED

2/12/91

2/12/91

DATE OF LAST REG. UP
DATE

6/20/97

TRIBAL ENROLLMENT NO "NONE"

"NONE"

ESTABLISHING USER

USER-LAST UPDATE

Enter RETURN to continue or '^' to exit:

[#53070]

RECORD1 [#53066]

RECORD2

DOE V,JOHN

DOE I,JOHN

TRIBE QUANTUM

"FULL"

"FULL"

INDIAN BLOOD QUANTUM

"FULL"

"FULL"

CLASSIFICATION/BENEF
ICIARY

INDIAN/ALASKA NATIVE

INDIAN/ALASKA NATIVE

ELIGIBILITY STATUS

DIRECT ONLY

DIRECT ONLY

CURRENT RESIDENCE DA
TE

2/1/91

2/1/91

Enter RETURN to continue or '^' to exit:

RECORD1 [#53066]
DOE V,JOHN

RECORD2 [#53070]
DOE I,JOHN

CURRENT RESIDENCE PT "FT DEFIANCE" "FT DEFIANCE"

CURRENT COMMUNITY "FT DEFIANCE" "FT DEFIANCE"

ADDITIONAL REGISTRATION I 1 entry 1 entry

HEALTH RECORD NO. 1 entry 2 entries

PREVIOUS COMMUNITY 1 entry 1 entry

Select one of the following:

- V VERIFIED DUPLICATE
- N VERIFIED, NOT A DUPLICATE
- U UNABLE TO DETERMINE
- H HEALTH SUMMARY
- R REVIEW DATA AGAIN

Select Action: HEALTH SUMMARY// N VERIFIED, NOT A
DUPLICATE

IV. Re- Duplicating Records

Once the record is un-duplicated there is another process to re-duplicate the records.

- The records are only re-duplicated if you find that the records are duplicates and can be merged.
- In order to successfully merge the records, the duplicates must have 60% or more of the same information.

V. If the Merging Stops

**If the merging process stops,
these are the steps to follow:**

- **Go into S3- Merge Verified Duplicates**
- **Go into RMP- Restart a Merge Process**

Various types of duplicates:

1. Twins

How it's corrected: Reviewing the patient's record.

2. Same names

How it's being corrected: Checking the index cards and the number control log.

3. Same date of birth

How it's being corrected: Checking the index card, number control log and reviewing the patients charts.

Various reports that can be run:

1. Duplicate Patient Records
2. Unverified
3. Not Ready to Merge
4. Need to Merge
5. Merged Verified Duplicates
6. Tally of Duplicate Records

TALLY OF DUPLICATE RECORDS' STATUS/MERGE STATUS FIELDS
 FILE: VA PATIENT

Total Number of Duplicate Records for File VA PATIENT: 965

STATUS field:	VERIFIED, NOT A DUPLICATE	511
	POTENTIAL DUPLICATE, UNVERIFIED	5
	REQUIRES RESOLUTION	0
	VERIFIED DUPLICATE	449
	VERIFICATION IN PROCESS	0

MERGE STATUS field:	NOT READY	0
	READY	0
	MERGED	449
	IN PROGRESS	0

End of Report. Press return to exit

VI. Future Plans

1. Policy and procedures are being developed.
2. Provide training to the Medical Records staff.
3. Fully implement the IHS Patient Merge (BPM).

Contact Information

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Question Time

Any questions?

Thank you