ADVOCATE HEALTH CARE

▸ Oak Brook, IL

▸ 8 hospital project

▸ www.advocatehealth.com

S.T.E.E.E.P.

SAFE

Patients are assigned a medical record number and wristband before they are treated, to ensure that previous medical history is carried forward.

EQUITABLE

All outpatients are now wrist-banded, in addition to all inpatients and patients presenting in the ED.

PATIENT-CENTERED

Patients are asked to show photo identification and verify their identity to protect against identity theft.

THE RIGHT PATIENT ALL THE TIME

The Problem

Incorrect patient identification through the registration process increases the potential for patient harm in the short term, with long-term downstream effects that include increased financial liability, diminished reputation, and decreased physician loyalty and associate satisfaction.

» 7 million entries currently in system

» 10 to 15 percent of those entries are incorrect, resulting in increased potential to create duplicate medical record numbers

» Currently, system-wide 80 to 640 duplicate medical records are created per month

» Duplicate medical records can result directly in patient harm

The Solution

Advocate decided on a system-wide initiative at: Christ Medical Center, Condell Medical Center, Illinois Masonic Medical Center, Lutheran General Hospital, Good Samaritan Hospital, Good Shepherd Hospital, South Suburban Hospital and Trinity Hospital

The goal was to create a consistent, standardized, system-wide process for patient identification during registration and intake that accurately identifies patient at point of registration with accurate subsequent verification to provide the right care to the right patient in all settings 100 percent of the time.

Frontline staff was actively involved in a series of facilitated events to create solutions to root cause issues in the patient identification process. After multiple events, standard work was created and a four-hour, instructor lead course was developed. The course covers standardized naming conventions, search guidelines, wrist-banding and verification procedures, as well as the FTC Red Flag Rules. Best practices were incorporated to address process issues, such as the implementation of stat registration in the ED.

Results

Since implementation began in January 2009, Good Samaritan Hospital has seen a 64 percent reduction in the percentage of duplicate medical records created per total registrations. The hospital has sustained a defect rate below the baseline for 7 consecutive months.

Ilinois Masonic Medical Center has had a 36 percent reduction in the percentage of duplicate medical records created per total registrations. The hospital has sustained a defect rate below the baseline for 5 consecutive months.

Good Shepherd Hospital has had a 43 percent reduction in the percentage of duplicate medical records created per total registrations. The hospital has sustained a defect rate below the baseline for 4 consecutive months.

TEAM MEMBERS

Nancy Caldario
Director Patient Access, Christ Medical Center, Process Owner
Susan Clarke
Director Patient Access, Good Shepherd Hospital, Process Owner
Rozanne Hickok
Director Patient Access Good Samaritan Hospital, Process Owner
Donna Jordan
Director Patient Access, Condell Medical Center, Process Owner
Karen Livaich
Manager Patient Access, Trinity Hospital, Process Owner
Darla Lopez
Director Patient Access, South Suburban Hospital, Process Owner
Nichia McDowald
Director Patient Intake, Lutheran General Hospital, Process Owner
Dominic Nakis
Chief Financial Officer, Advocate Support Center, Executive Sponsor
Michael Sciarabba
Director Patient Access, Illinois Masonic Medical Center, Process Owner

Other Team Members
by Hospital

Christ Medical Center

Mary Burciaga
OP Registration Manager
Mary Jo Cavanaugh
ED Clinical Manager
Beth Griffin
ED Registration Manager
Mary Mottl
Patient Access Supervisor
Mary Smith
Business Associate ED Registration
Mary Swanson
Project Manager Patient Access
Laticia West
Business Associate OP Registration

Condell Medical Center

Debbie Drake
ED Patient Access Manager

Good Samaritan

Lyle Belcina
Systems Analyst – Patient Access
Susan Brown, RN
Nurse Clinician
Cathy Budach
Radiology Manager
Maureen Burck, RN
ED Nurse
Pam Carlson
Coordinator CT Technician
Cheryl Coleman
Ultrasound Technician
Usha Dunn
Coordinator Ultrasound
Jill Hamann, RN
Nurse Clinician
Rozanne Hickok
Director Patient Access

Judy Kepshire
Mammography Technician
Meaghan Conway Markus
Supervisor Financial Counseling and Education
Debra Petersen
ED Patient Access Manager
Jorge Verduzco
Pre-Access Manager

Good Shepherd

Rick Cornwall
OP Systems Analyst
Lori Davis
Patient Intake Educator
Carol Gitze
Patient Intake Representative
Joan Grossman
Coordinator Radiology Informatics
Samantha Joyce
ED Patient Access Manager
Mary Linsner
Manager Patient Access
Kimberly Mescha
Patient Intake Representative

Illinois Masonic

Linda Berdecia
Cancer Center Coordinator Business Services
Mercy Cendana
Same Day Surgery Patient Representative
Latosha Green
Patient Access Representative
Carmen Martinez
Patient Access Financial Services Representative
Judy Roberts
Patient Access Manager/Educator
Philip Quick
ED Patient Access Manager

Lutheran General

Marcia Campbell
Central Scheduling Represen
Marshalla Chandler
Patient Intake Manager
Matthew Laitala
Patient Intake Supervisor
Pamela Lang
ED Patient Access Manager
Mary Jane Mangan
ED Patient Access Staff
Antonella Rio Salerno
Patient Intake Supervisor and Educator
Sandy Thomas
Medical Records Specialist

Oak Brook Support Cen

Beth Buttliere
Patient Accounts Specialist
Beth Halperin
Patient Safety Consultant

South Suburban

Jean Corsiglia
Scheduling Analyst
Faye Jones
Patient Access Educator
Kathy Smallwood
Registration Representative
Karl Storch
ED Information Systems Coordinator
Susan Tavrides
Patient Registration Coordina
Jane Robinson
Patient Access Educator

Trinity

Octavius Jones
Patient Access Coordinator
Karen Tabola
Reservation Ambassador