CIVICA

Maury Regional Health creates the patient "golden record" using Civica's next-generation EMPI solution

Like many healthcare organizations, Maury Regional Health was managing data across multiple disparate EHR/EMR systems, making it difficult to gain a single view of the patient. The three-hospital system, located in southern Tennessee, has been nationally recognized for its quality of care and was ranked number one in Tennessee for medical excellence by CareChex®, an information service of Quantros, Inc. Maury serves more than 260,000 people.

The challenge

Maury needed to integrate four different electronic health record (EHR) systems. It also had a patient portal, and a growing number of disparate records across these systems. Maury wanted resolution to the record disparities and a single, "golden view" of individual patients.

The goal was to create a one-stop location for medical information, patient conditions, and test results. The project was to serve as a catalyst to enhance Maury's patient portal and drive patient engagement, while laying the foundation for future projects reliant on high-quality data.

Outcomes

▶ **Merged nearly 193,000 database records**

▶ **68,000 patient portal records merged**

▶ **Integrated four different electronic health record (EMR) systems**

▶ **Created multiple lists of potential patients to merge at desired threshold scoring**

▶ **Maintaining the highest level of data integrity, regardless of the original data source or format.**

Advanced capacity for growth with cleaner data

Increased patient satisfaction

Achieved meaningful use for both acute and ambulatory care

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>
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"This was a strategically important project for Maury Regional Health as we continued to focus on patient and provider data across our entire network," says Jim Parcel, CIO at Maury Regional Health. "We realize that technology is the cornerstone of our success—enabling us to deliver affordable patient care and maintain our outstanding quality ratings in Tennessee's highly competitive healthcare market."

Prior to working with Civica, Maury found integrating data to be a very difficult task. Each system used its own unique names, identifiers, and medical record numbers, creating an ongoing proliferation of duplicate records. Maury decided the way to eliminate duplicates and meet it's goals was an EMPI solution.

The solution

Maury selected MultiVue, Civica's next-generation EMPI over competitive offerings because of its flexibility, speed to implement, and fit with their combined physical/virtual IT architecture. They were also impressed with MultiVue's ability to match and merge using a collaborative data model.
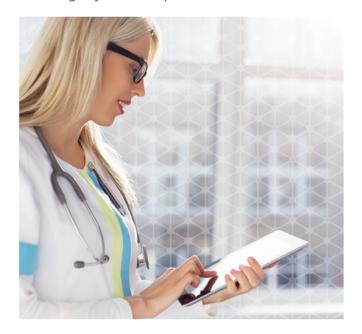
"We spoke with Civica and they provided examples, not only of what they had done in the healthcare industry, but also in other industries in matching data," says Warren Robinson, IT Applications Manager at Maury Regional Health. "We felt they had the strong matching algorithm we were looking for."

"EMPI technology had become a top priority of our IT strategic plan as we work to integrate our disparate systems," Jim says. "Civica's ability to meet our need for robust data management capabilities such as data governance and stewardship that would enable us to utilize our data to its full potential is the primary reason why we chose to partner with them."

MultiVue integrated data from Maury Regional Health's five IT systems: Meditech (Acute EHR), NextGen (Ambulatory EHR), CorePoint (interface engine), Influence Health (patient portal) and Byte Sized Solutions (patient messaging interface). The integration used industry standard HL7 messages and included data backloads, data validation, and on-site training.

New registrations or updates to a patient record in any EHR system now send the demographic details contained in the ADT message to CorePoint, which forwards the message to both the Influence Health Portal and MultiVue. MultiVue then checks the patient details against existing records to identify potential matches. If the patient match is of a high enough quality, the records are merged and the latest details are stored as the current "golden record."

When a clinician searches for a patient, the Influence Health Portal sends a PIX Query to MultiVue, which returns the associated "golden record" details, including any recorded patient identifiers.
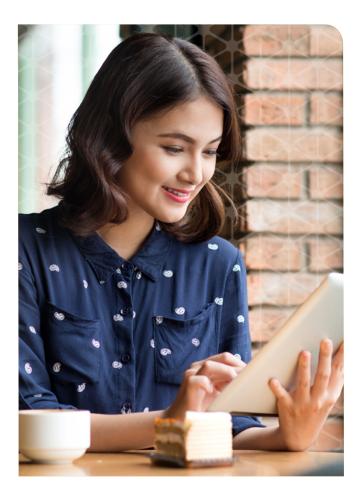
As a result of the implementation, MultiVue has merged nearly 193,000 patient records and nearly 68,000 of them have been merged with the patient portal to provide a single record for users. Patient satisfaction has soared now that patients can access a reliable, single view of their records through the portal.

Maury has added several large providers and now has nearly one million records in their various databases making patient record matching even more crucial.

"Having the ability for the data to merge automatically has provided a tremendous positive impact to our end users," Warren says.

With MultiVue, Maury has been able to achieve meaningful use on both the acute and ambulatory side, and it has given them the ability to create multiple lists of potential patients to merge at the desired threshold scoring. This allows their Health Information Management (HIM) medical records department to proactively find merges as opposed to reacting to duplicate record notifications.

Going forward, MultiVue will be the key driver for a series of clinical and business data management projects including integrating lab testing results, patient matching when adding new providers or adding results from outside vendors, and sending notifications based on new data merges.

"As Maury Regional Health continues to grow and collaborate with other local area organizations, the need for reliable and accurate data across each source system is imperative," Jim says. "Civica's next generation EMPI solution ensures that we can maintain the highest level of data integrity, regardless of the original data source or format."

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