The Impact of Inaccurate Patient Data

The Cost of Poor Quality[1]

Misidentified Patient
Medication errors and near misses atributable to wrong patient identity. Delayed or rejected labs due to test ordering errors

Cost of Delayed Lab: **$349**

Phone Number Not Verified
Discharged, high-risk patients cannot be contacted for intervention and result in ED visit and/or inpatient admission

Cost: **$930**/ED visit & **$12,824**/inpatient

Post-discharge Telephone Call Intervention, of 4,115 Attempted Calls[2]
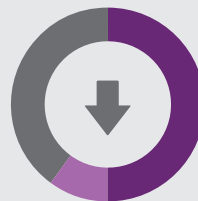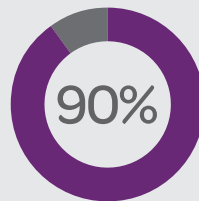
65% reached

35% not reached

Operational cost of fixing a duplicate record: **$60**[3]

Kaiser Permanente match rate report

Kaiser Permanente, with 17 regional instances of Epic, reported a match rate of >90% within each instance[3]

90%

The rate fell to 50%-60% when sharing between regions using a separate instance of Epic or outside Epic partners[3]

Poor patient matching across entities causes wasteful, duplicate procedures to be done... with downstream operational impacts to care delivery team and the patient[3]

One-fifth of CIOs indicated that at least one patient in the last year suffered an adverse event due to mismatched records[3]

Sources:
1) The Cost of Poor Quality: A Spotlight on Patient Identity Management. LexisNexis, March 13, 2013
2) Assessing the Impact of Nurse Post-Discharge Telephone Calls on 30-Day Hospital Readmission Rates. J Gen Intern Mod DOI: 10.1007/s11606-014-2954-2. @ Society of General Internal Medicine 2014. http://hospitalmedicine.ucef.edu/downloads/assessing_th_impact_of_nurse_post-discharge_telephone_calls_harrison.pdf
3) PATIENT IDENTIFICATION AND MATCHING FINAL REPORT. Office of the National Coordinator for Health Information Technology. February 7, 2014. https://www.health.gov/sites/default/files/patient_identification_matching_final_report.pdf

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