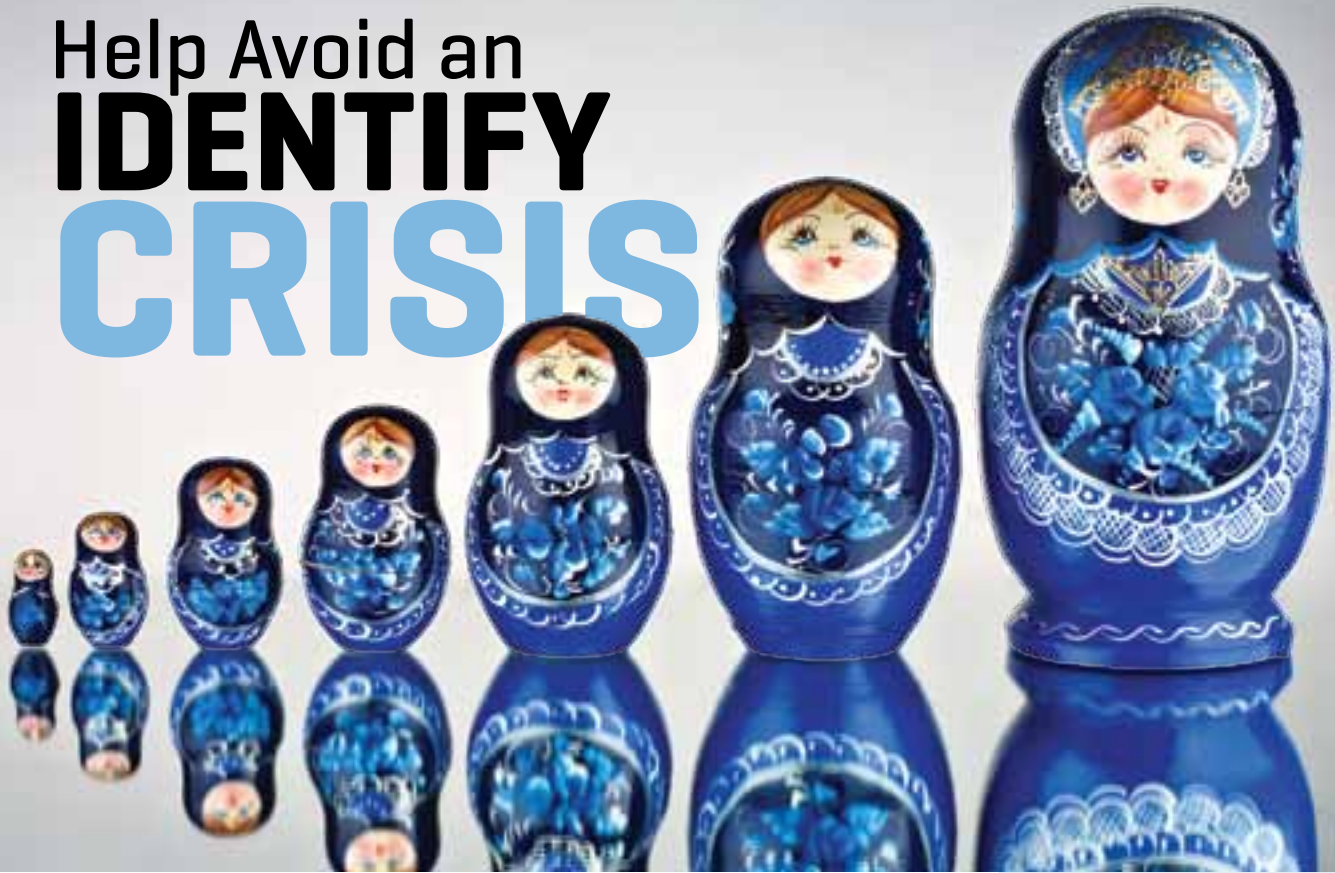


# Help Avoid an **IDENTIFY** **CRISIS**



Scenario: An unconscious woman in her mid-30s is rushed to the Emergency Department. Previous medical records cannot be found for her, so a new one is created and treatment begins with a patient who might be potentially at risk for an adverse event. However, a medical record **does** exist in the system for this woman—in her maiden name.

**F**ragmentation of medical records happens frequently. This occurs when key elements of a patient's health history are missing or incomplete. The disconnect could be due to duplication of records as a result of name or address changes, typos, illegible writing, and other forms of human error.

Advances are being made toward fully incorporating electronic medical records, electronic health records, personal health records, and health information exchanges, yet the risk for introducing mistakes or multiplications when trying to compress and compile information from a variety of sources into one record is real.

“Numerous opportunities exist for creating additional records, especially within a hospital setting,” says Mark Briggs, CEO of ABILITY™. “This is a serious patient safety issue that has only presented itself thus far as the tip of the iceberg in terms of the numbers of

fragmentations in medical information. If we neglect to identify these fragmentations, the problem will continue to grow and hinder quality care and patient safety. Raising awareness of this time-sensitive, significant concern is crucial. This is the challenge that ABILITY is working to help health systems and offices correct.”

### Defragging Patient Records

ABILITY works with hospitals, physician practices, home care providers, and others in the healthcare industry to help save lives by facilitating information exchange and knowledge sharing. By promoting coordination of care and collaboration among providers, ABILITY works to help organizations reduce record fragmentation, streamline administrative workflow, participate in new care models, and access the Direct Project network in addition to state and community-based health information exchanges.

## BENEFITING Your Practice, ENHANCING Patient Safety

With ABILITY AWARE, your organization will be able to:

- **DEFINE** potential duplicated or fragmented health record information for patients in your facility created the previous day.
- **RECEIVE DAILY OVERNIGHT REPORTS** that complement your current practice-management system and are delivered securely to your email via DirectABILITY containing pertinent information on current patients.
- **REVIEW** easy-to-read information that's quick to understand and act on in a timely manner and with confidence.
- **SEAMLESSLY IMPLEMENT** AWARE during mergers and acquisitions to assist with integration of health systems.

To facilitate the elimination of patient information fragmentation, ABILITY has created ABILITY AWARE™. AWARE ensures immediate attention is brought to any typos, duplications, or other noteworthy, incomplete, or suspicious data errors, including:

- accented character translations (fiancé/fiance)
- addresses
- baby/infant/newborn records
- date of birth
- names, nicknames, married/maiden, hyphens, initials
- name reversals (first name, last name/last name, first name)
- missed data
- multiple records within a group
- social security number
- soundex (phonetic spellings and similar-sounding words)

Identifying these issues promptly can help ensure patient records are combined and formatted properly to prevent potential adverse events due to insufficient or missing information about medical conditions, previous surgeries, medications, allergies, and other situations. Up-to-date and complete information also helps organizations avoid additional burdens, such as unnecessary repetition as by the reordering of diagnostic testing.

### Expedient Results

AWARE is designed to deliver easy-to-read reports each day directly and securely to a client's email address via DirectABILITY while following Direct Project protocols for moving protected health information. Implementing AWARE into the daily management strategy of a practice or system can:

- **provide the assurance** of knowing patients are being treated with complete and accurate information
- **mitigate risk** by using readily available information for patient care
- **improve quality** by obtaining the highest level of accurate patient information possible
- **deliver easy implementation and ongoing reporting** that enables benefits to be realized very quickly
- **avoid the time delay** created by duplicate testing ordered due to incomplete records



## The ABILITY to Gain Rapid ROI

In addition to being a hazard to patient safety, the fragmentation of a patient's health history and records is also costly for your organization. Correcting the issue can have a tremendous impact on your return on investment (ROI) in addition to increasing your patients' confidence level in the quality of care they receive.

DECREASE RISK/COST	IMPROVE
Eliminate duplicate tests and procedures	Clinical decision making
Medical errors	Maintain MPI data integrity
Health risk	Registration process
Liability	Accurate date for outcomes measurement
Confidentiality breaches	Billing and reimbursement

Three risk-level indicators—high, medium, and low—help physicians and providers prioritize time when researching and correcting at-risk patient health records. Reason codes, such as “multiple record exists,” “unidentifiable data,” or “treating patient without complete information,” will help point the user in the right direction to address these issues.

“Fragmentation of medical information is one of the most correctable patient

safety initiatives that can be put into place today if adequate time is spent uncovering the information with the right tools,” says Briggs. “ABILITY can manage and execute this process for our clients in an effective, cost-saving manner while helping to improve overall patient care and safety.” ●

**For more information about ABILITY AWARE, call (888) 895-2649 or email [sales@abilitynetwork.com](mailto:sales@abilitynetwork.com).**