



Solution Optimization

The Challenge

- Throughout a client's journey with a complex clinical suite of solutions, the resulting design choices can significantly impact the accuracy of unique patient identification within a repository leading to duplicate Medical Record assignment on the front end of patient intake process which in turn creates unnecessary multiple activities in an effort to reconcile errors with the EMPI.

The Solution

- The maxIT consultant had strong practical knowledge of the effected workflow and deep knowledge of the design process for constructing "conversations" within the registration and admitting solutions. In this scenario the focus was on identifying the problems that led to the ongoing errors and fix them to enable a "clean up" project for the EMPI to be have a beginning and an end. Analysis was done around the errors encountered to match the specific entry points causing the quality issues to be corrected by modifying the registration design.

The Results

- The client was able to identify with the help of the maxIT consultant that the process problem stemmed from utilizing the registration process as a downtime solution in the Emergency Care Center. The problem impacted over 30 different registration conversations that had random fields flagged to allow free text entries rather than require the user to select from pre defined tables. This problem resulted in the loss of standards around discreet and optimized data storage that lends itself to quality, safety, and financial issues for this venue of care. By taking a holistic approach in defining the problem rather than treating the symptom, a permanent fix was implemented resulting in a successful clean up of the EMPI.