

<b>TITLE: DATA QUALITY POLICY</b>	
<b>STATUS: FINAL</b>	<b>EFFECTIVE DATE: May 9, 2014</b>
<b>VERSION: 2</b>	<b>PAGE: 1 OF 4</b>

## I. PURPOSE

It is the policy of ClinicalConnect HIE to ensure patient health information within the HIE is as accurate as possible. This policy describes the responsibilities of the ClinicalConnect HIE and its Participants for ensuring patient records are not duplicated, erroneously merged together, and contain the most accurate demographic data as possible.

## II. SCOPE

This policy applies to ClinicalConnect HIE staff and its Participants.

## III. DEFINITIONS

“Participant” is an organization (including physician practice) that has signed a Data Exchange Agreement with the ClinicalConnect HIE.

“Data Quality Issue” is an issue where the accuracy of a patient’s record is questioned, including Potential Overlays, and Potential Duplicates and Deleted Attributes.

A “Potential Overlay” occurs when a patient record is updated with information that is significantly different than the data that is already in the record. Potential overlays typically occur when an incorrect record is used to register a patient. For example, a registrar may use the patient record of John Smith Senior when registering John Smith Junior, updating John Smith Senior with John Smith Junior’s demographic data. Patients in a Potential Overlay status are not viewable within the ClinicalConnect HIE.

Potential Overlay Example:

	<b>Existing Patient</b>	<b>Updated Patient</b>
<b>Patient Name</b>	SMITH SR, JOHN	SMITH JR, JOHN
<b>Gender</b>	M	M
<b>Birth Date</b>	6/4/1950	11/23/1982
<b>Home Address</b>	123 MAIN STREET	987 SUMMER DR
	PITTSBURGH, PA	PITTSBURGH, PA

	15102	15241
<b>Phone Number</b>		4128515846
<b>Email Address</b>		
<b>Death Indicator</b>	N	N
<b>SSN</b>	111111111	222222222
<b>Last Activity Date</b>	3/13/2012	3/13/2012

A “Potential Duplicate” occurs when enough demographic data on two or more patient records from the same Participant match, making it appear they represent the same person. Each patient identified as a Potential Duplicate will be viewable by the Participant that sent the patient’s MRN to ClinicalConnect HIE. For example, if a Participant registers John Smith with MRN 123 and later registers John Smith with MRN 456 with all of the same demographics except address and phone number, the two John Smiths would be separate records in the HIE but each would be identified as a potential duplicate. If the Participant launches into the ClinicalConnect HIE using MRN 123, only the patient data that has linked with MRN 123 will be displayed. If MRN 456 is used to launch, only the patient data that has linked with MRN 456 will be displayed.

Potential Duplicate Example (Name and Phone Numbers do not match):

	<b>Patient 1</b>	<b>Patient 2</b>
<b>Patient Name</b>	SMITH, JOHN	SMITH, JOHN
<b>Gender</b>	M	M
<b>Birth Date</b>	6/4/1950	6/4/1950
<b>Home Address</b>	123 MAIN STREET PITTSBURGH, PA 15102	123 MAIN STREET PITTSBURGH, PA 15102
<b>Phone Number</b>	7242282570	7242282570
<b>Cell Number</b>	7242282570	7242282570
<b>Email Address</b>	<a href="mailto:NONE@YAHOO.COM">NONE@YAHOO.COM</a>	
<b>Death Indicator</b>		N
<b>SSN</b>	111112333	111112333
<b>Last Activity Date</b>	4/3/2012	3/13/2012
<b>MRN</b>	123	456

A “Deleted Attribute” is a piece of demographic data that is deleted or removed from the patient’s record in a Participant’s registration system. Attributes typically need to be deleted as a result of registration errors or erroneous merging of registration records.

#### IV. POLICY

- A. Participants shall notify ClinicalConnect HIE as soon as a Data Quality Issue is apparent. To the extent possible, ClinicalConnect HIE shall quarantine the patient data and prevent it from linking to other patient data in the HIE until the Data Quality Issue is resolved.
- B. ClinicalConnect HIE shall maintain an electronic log of all Data Quality Issues identified through the Initiate application, and shall make such log available to Participants when requested. ClinicalConnect HIE shall notify all Participants that may be impacted by specific Data Quality Issues.
- C. ClinicalConnect HIE shall perform daily data quality audits to identify Potential Overlay patients.
  1. ClinicalConnect HIE shall provide each Participant with data quality reports containing their Potential Overlay patients via secure method of transmission. Each report will include appropriate patient information for the Participant to resolve issues, including the following: patient name, date of birth, gender, MRN, phone number and address.
  2. Participants shall establish procedures for correcting errors within their systems based on the data quality audits, and provide corrections to the ClinicalConnect HIE.
  3. Due to the severity of issues resulting from Potential Overlays, each Participant shall work with ClinicalConnect to resolve potential overlay issues within thirty (30) days of notification.
- D. ClinicalConnect HIE shall perform data quality audits to identify Potential Duplicate patients when requested by a Participant, and shall provide the Participant with a data quality report containing their Potential Duplicate patient via secure method of transmission.
- E. ClinicalConnect HIE shall apply Deleted Attribute information to patient records when received from Participants. Deleted Attributes are not physically removed from the HIE; instead, it is logically deleted and no longer used in the Master Patient Index (MPI) algorithm scoring.

## V. Revision History

<b>DATE</b>	<b>AUTHOR</b>	<b>COMMENTS</b>
5/9/14	Jacqueline Smith	Creation of the policy
1/26/16	Erika Jones	Updated the template
4/1/17	Keith Dukes	Reviewed Policy – No Changes