The Problem
Incorrect patient identification through the registration process increases the potential for patient harm in the short term, with long-term downstream effects that include increased financial liability, diminished reputation, and decreased physician loyalty and associate satisfaction.

- 7 million entries currently in system
- 10 to 15 percent of those entries are incorrect, resulting in increased potential to create duplicate medical record numbers
- Currently, system-wide 80 to 640 duplicate medical records are created per month
- Duplicate medical records can result directly in patient harm

The Solution
Advocate decided on a system-wide initiative at: Christ Medical Center, Condell Medical Center, Illinois Masonic Medical Center, Lutheran General Hospital, Good Samaritan Hospital, Good Shepherd Hospital, South Suburban Hospital and Trinity Hospital

The goal was to create a consistent, standardized, system-wide process for patient identification during registration and intake that accurately identifies patient at point of registration with accurate subsequent verification to provide the right care to the right patient in all settings 100 percent of the time.

Frontline staff was actively involved in a series of facilitated events to create solutions to root cause issues in the patient identification process. After multiple events, standard work was created and a four-hour, instructor lead course was developed. The course covers standardized naming conventions, search guidelines, wrist-banding and verification procedures, as well as the FTC Red Flag Rules. Best practices were incorporated to address process issues, such as the implementation of stat registration in the ED.

Results
Since implementation began in January 2009, Good Samaritan Hospital has seen a 64 percent reduction in the percentage of duplicate medical records created per total registrations. The hospital has sustained a defect rate below the baseline for 7 consecutive months.

Illinois Masonic Medical Center has had a 36 percent reduction in the percentage of duplicate medical records created per total registrations. The hospital has sustained a defect rate below the baseline for 5 consecutive months.

Good Shepherd Hospital has had a 43 percent reduction in the percentage of duplicate medical records created per total registrations. The hospital has sustained a defect rate below the baseline for 4 consecutive months.
**TEAM MEMBERS**

**Nancy Caldario**
Director Patient Access, Christ Medical Center, Process Owner

**Susan Clarke**
Director Patient Access, Good Shepherd Hospital, Process Owner

**Rozanne Hickok**
Director Patient Access, Good Samaritan Hospital, Process Owner

**Donna Jordan**
Director Patient Access, Condell Medical Center, Process Owner

**Karen Livaich**
Manager Patient Access, Trinity Hospital, Process Owner

**Darla Lopez**
Director Patient Access, South Suburban Hospital, Process Owner

**Nichia McDowald**
Director Patient Intake, Lutheran General Hospital, Process Owner

**Dominic Nakis**
Chief Financial Officer, Advocate Support Center, Executive Sponsor

**Michael Sciarabba**
Director Patient Access, Illinois Masonic Medical Center, Process Owner

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**Other Team Members by Hospital**

**Christ Medical Center**

- **Mary Burciaga**
  OP Registration Manager

- **Mary Jo Cavanaugh**
  ED Clinical Manager

- **Beth Griffin**
  ED Registration Manager

**Good Shepherd**

- **Mary Mottl**
  Patient Access Supervisor

- **Mary Smith**
  Business Associate ED Registration

**Laticia West**

- **Mary Swanson**
  Project Manager Patient Access

**Condell Medical Center**

- **Debbie Drake**
  ED Patient Access Manager

**Good Samaritan**

- **Lyle Belicina**
  Systems Analyst – Patient Access

- **Susan Brown, RN**
  Nurse Clinician

- **Cathy Budach**
  Radiology Manager

- **Maureen Burck, RN**
  ED Nurse

**Illinois Masonic**

- **Linda Berdecia**
  Cancer Center Coordinator Business Services

- **Mercy Cendana**
  Same Day Surgery Patient Representative

**Latosha Green**

- **Carmen Martinez**
  Patient Access Financial Services Representative

**Lutheran General**

- **Judy Roberts**
  Patient Access Manager/Educator

**Marcia Campbell**
Central Scheduling Representative

**Marshalla Chandler**
Patient Intake Manager

**Matthew Latinala**
Patient Intake Supervisor

**Pamela Lang**
ED Patient Access Manager

**Mary Jane Mangan**
ED Patient Access Staff

**Antonella Rio Salerno**
Patient Intake Supervisor and Educator

**Sandy Thomas**
Medical Records Specialist

**Oak Brook Support Center**

- **Beth Buttliere**
  Patient Accounts Specialist

- **Beth Halperin**
  Patient Safety Consultant

**South Suburban**

- **Jean Corsiglia**
  Scheduling Analyst

- **Faye Jones**
  Patient Access Educator

- **Kathy Smallwood**
  Registration Representative

- **Karl Storch**
  ED Information Systems Coordinator

**Trinity**

- **Octavious Jones**
  Patient Access Coordinator

- **Karen Tabola**
  Reservation Ambassador