

CASE STUDY - TERREBONNE GENERAL MEDICAL CENTER

Background: For over 60 years, Terrebonne General Medical Center (TGMC) has provided world-class, compassionate healthcare to the people of South Louisiana. As they celebrated their milestone diamond anniversary last year, they are reminded of the dedication and faithfulness of those who have played a role in making the hospital the trusted healthcare provider it is today.

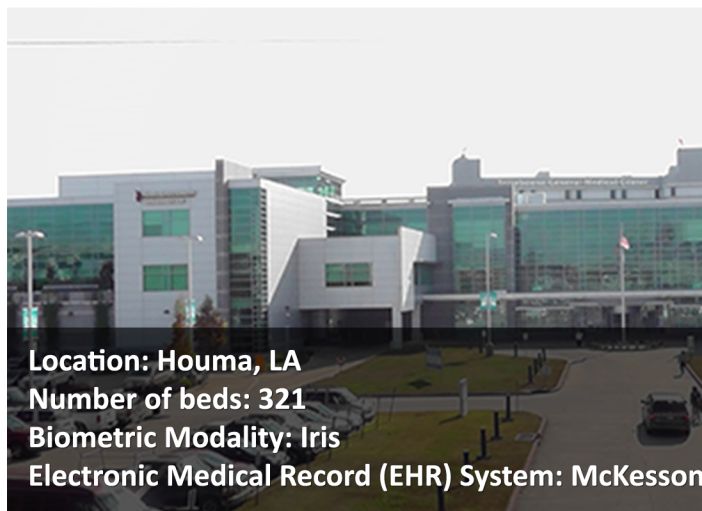
When TGMC opened its doors in 1954, the hospital had 76 beds and a staff of fewer than 80. Today, they have grown into a 321-bed nationally recognized award-winning facility with over 1,400 employees and 300 physicians, 34 medical subspecialties and 7 subspecialties—the largest community hospital in the Tri-Parish area.

Challenge: TGMC has a strong commitment to providing the highest levels of patient safety and wanted to take a proactive approach to protecting patient privacy in an effort to avoid potential problems. Like most hospitals, TGMC consistently seeks opportunities to raise patient safety to new levels and continue their mission to eliminate common risks that could jeopardize patient safety within their hospital network including:

- Duplicate medical records
- Overlays
- Patient fraud
- Medical identity theft

TGMC is also located within a community where many people share a common first and last name, raising the risk that medical charts could accidentally be mistaken and/or incorrectly documented. TGMC was well aware of the patient safety risks common names can cause and identified the need to investigate secure technology to identify patients in order to provide the safest care environment possible.

TGMC's challenge was to adopt a flexible and scalable patient identity management and patient data integrity solution that eliminated duplicate medical records and overlays and protected medical identities from being stolen or shared.



Location: Houma, LA
Number of beds: 321
Biometric Modality: Iris
Electronic Medical Record (EHR) System: McKesson

Hand hygiene was another important aspect of supporting patient safety at TGMC. They sought to implement a non-contact patient identity management platform that did not require physical contact with a hardware device to help maintain a safe, hygienic environment for patients and support hospital infection control policies.

TGMC's challenge was to identify a patient identity management technology that would create a unique identifier linked to a patient's medical record to eliminate duplicate medical records, overlays, medical ID theft, and patient fraud. The solution must be:

- User-friendly
- Hygienic, requiring no contact from patients
- Non-invasive for patient acceptance
- Require minimal internal resources to implement
- Seamlessly interface with their McKesson electronic health record (EHR) system
- Provide fast and accurate results
- Easily be scaled to use across a health information exchange (HIE) or integrated delivery network (IDN) ensuring a clean MPI
- Able to instantly identify unconscious patients or trauma patients

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Solution: After careful evaluation of multiple biometric patient identification solutions, including a detailed assessment of backend search capabilities and the hygiene risks of contact vs. non-contact biometric hardware, TGMC decided to deploy RightPatient® with Photo Biometrics. RightPatient® enables TGMC staff to retrieve an accurate and complete medical record by simply taking a patient's picture, providing peace-of-mind that the highest level of care can be administered.

TGMC was pleased that RightPatient® quickly assimilated with their McKesson electronic health record (EHR) system requiring very little dedicated full time equivalents (FTE) from IT staff, drastically lowering the support burden for deployment.

TGMC deployed the RightPatient® identity management system throughout the hospital, including patient identification in the emergency department, and inpatient and outpatient admissions. When using RightPatient® with Photo Biometrics, patients simply take their picture at registration and they are accurately identified. TGMC was willing to invest in this technology to better serve its patients and for patient safety.

Benefits: Implementing RightPatient® using Photo Biometrics helped TGMC remain focused on their core patient goals to help increase safety and strengthen the integrity of medical data. Working closely with RightPatient® staff, TGMC was able to tailor RightPatient® for their specific McKesson system workflows and seamlessly retrieve patient records after successful identifications, helping to increase patient safety and eliminate the risk of medical identity theft.

Since implementing the RightPatient® solution, TGMC staff is pleased that over 99% of patients have accepted Photo Biometrics and enrolled to protect their medical identities and ensure that no duplicate medical records or overlays would be created and no one would be able to claim their identity to illegally obtain medical care.

Since they made the decision to implement RightPatient® with Photo Biometrics, TGMC has been pleased with performance and stability of the platform and the immediate dividends the deployment has offered including:

- The ability to prevent all duplicate and overlay medical records at the time of enrollment
- Deploying non-contact Photo Biometrics to support hospital infection control policies
- Elimination of medical ID theft and fraud at the point of service
- Substantial cost savings by preventing the creation of duplicate and overlay medical records, mitigating patient fraud, and streamlining the check-in process
- The ability to display a patient's digital photo during enrollment, check-in, and at every patient care touch point for multi-factor authentication
- A seamless interface with their McKesson EHR workflow to maximize operational efficiencies
- Positive staff acceptance
- Over 99% patient acceptance and enrollment into the RightPatient® patient identity platform to protect their medical identities

The implementation of RightPatient® at TGMC established safe, secure patient identification to increase patient safety, improved controls related to patient medical information, and assists in maintaining a clean master patient index (MPI). The RightPatient® patient identity management platform was an important step to raise patient safety standards at TGMC and demonstrated their commitment to adopting technologies that support their goal of protecting patients and providing staff with the opportunity to administer the highest quality care.

TGMC recently earned an 'A' for patient safety by the Leapfrog Group in their national ratings program, a gold standard rating reflecting their strong commitment to implementing technology that provides a safe environment for patients.