

What is Data Quality?

Data Quality=Accurate + Consistency + Complete + Timely

Let's review some topics to ensure best practice to improve Data Quality.

- Duplicate Records
- Flagging duplicate records in NMSIIS
- Patient Demographics
- Reports

Duplicate Records

Conduct thorough searches prior to creating a new patient record.
Best Practice for searching for a patient before creating a new or possible duplicate in NMSIIS.

- ✓ First 3-4 letter of the Last Name
- ✓ First 3-4 letters of the First Name
- ✓ DOB
- ✓ Search

This give the registry less constricted search values. This may give a larger list of possible patients but could prevent a duplicate from being created in the registry.

Flagging Duplicate Records

- ❖ NMSIIS users (with appropriate permissions) can flag a possible duplicate patient record in NMSIIS. Security permissions restrict users to System Managers (NMSIIS staff) that can merge patient records.
- ❖ There is a QRG (Quick Reference Guide) in the Reports Section that provide steps on flagging a duplicate in the registry labeled. **NMSIIS Duplicate Identification Process**



Please Note: No records can be deleted from the registry. When records are merged, they can no longer be viewed. The record still exist in the registry but are only visible to system managers.

Duplicate Records (cont.)

- ❖ Please do not flag duplicate records regarding name changes for Adults or Children. These requests should come either by calling the **HD number (833) 882-6454** for our providers or creating a Cherwell ticket from our PHO offices.
- ❖ Please refrain from submitting a ticket in Cherwell and emailing a NMSIIS team member directly. The tickets are picked up in the order received and a NMSIIS team member will send you a secure email requesting the patient ids that need to be merged.

Once your request has been completed the NMSIIS team member will respond stating the request has been completed and provide you with the new patient id the system has created.

Patient Demographics

common errors

Patient demographic errors include, but are not limited to:

- ❖ First and last name are transposed. (using numbers instead of letters 0 vs O) this can affect the search results when doing a patient lookup in NMSIIS.
- ❖ Using partial names or nickname-Ex: Kim vs Kimberly (legal names should be used that can be verified from a driver's license or insurance card.)
- ❖ Incorrect date of birth: date, month, year (transposed numbers)

Patient Demographics

NMSIIS users (with appropriate permissions)

- ✓ Double check data entry before submitting or updating records.
- ✓ Confirm name, address and date of birth on recipient's proof of identification, if available.
- ✓ Please assure to capture a cell phone and email address this is vital for vaxviewnm.org to work when a patient is trying to acquire their record via the website.

Data Exchange location users do not have the permissions to update demographics/vaccines administered in NMSIIS.

Patient Demographics

DX Providers/Users

REMINDER: When a Data Exchange location is updating a record in their EHR the demographic will not be updated until an Administered vaccine is posted into the providers EHR. Any demographics will be updated in NMSIIS if the system finds a matching record in NMSIIS.

The system will not update a name change that is entered into providers EHR and submitted to NMSIIS. It will create a new record.

A call to the HD should be placed so the records can be resolved.

Help Desk Information

Help Desk Number

Toll Free: (833) 882-6454

- ❖ Immunization Record Requests
- ❖ Exemption Inquiries
- ❖ VFC Inquiries
- ❖ Inventory Issues Inquires
- ❖ Reconciliation Issues/Inquiries
- ❖ Vaccine Return Issues/Inquiries
- ❖ Data Logger Issue/Inquiries
- ❖ Data Exchange Inquiries
- ❖ NMSIIS Training Inquiries
- ❖ CHILE Training/Certification
- ❖ Password Resets
- ❖ Duplicate Record Issues
- ❖ New Location/Provider Inquiries
- ❖ User/ Provider Updates

COVID related inquiries are also included as part of the topics Help Desk can provide support for.