



# County of San Diego

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TO: All Anasazi Users, Program Managers, Legal Entity Partners

FROM: Alfredo Aguirre, LCSW, Deputy Director  
Behavioral Health Services Division

## ANASAZI USERS AND DATA INTEGRITY

The purpose of this communication is to bring to your attention the ongoing problem of duplicate client entry into the Electronic Health Record (EHR), Anasazi. From month to month, there is a persistent problem with programs entering duplicate clients in the EHR. The consequences of this are numerous and the correction of duplicate client charts is resource intensive. These errors affect the integrity of data, the reporting of data, daily client searches, and ultimately, the coordination of client care. It is crucial that programs put systems in place that will prevent these recurring errors.

In October, 2012, a communication was sent to all programs identifying this issue. All Anasazi Data Entry trainings were updated to include information about this issue to address the problem as well. However, there continues to be a large number of errors and additional attention is needed.

To illustrate the issue, here are some statistics from the Health Information Management Department (HIMD) for the quarter ending 12/31/13:

- There were 102 duplicate client charts found by HIMD & an additional 137 program reported duplicate charts (meaning there were two "charts" in Anasazi for the same client). This does not meet our Goal error rate of 0%.
- 1664 charts were missing client's SS #. This is a 29% error rate. Goal: <5%
- 544 corrections were made (Names transposed, DOB incorrect, Alias not entered, etc.). 9.69% of clients entered required one or more corrections. Goal: <5%
- HIMD received 721 MHS-025 Forms from programs identifying errors

### Common Errors:

- Failure to search for client aliases when performing a client search
- Failure to procure and/or search using client SS #

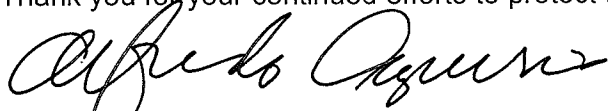
- Entering additional or incorrect information, or omitting information, to register the client:
  - Changing the last digit of SSN or not entering SSN because system message states a client with that SSN already exists;
  - Adding a DOB to the Sort Name, because the system already has a client with that name;
  - Disregarding messages in Client's 3<sup>rd</sup> Party Coverage that a client already exists with the Medi-Cal ED (BIC, CIN) they are entering.
- Not following name entry conventions when entering a new client into Anasazi (any difference, even a space, the system will categorize as a different name)
- Misspellings, and reversal of digits of a client SS # when entering this into Anasazi

**Four (4) Steps to Avoid Data Entry Errors:**

1. Get complete, accurate client information: name, DOB, SS #, alias. Ensure spelling is correct; e.g. Petersen vs Peterson;
2. Do a thorough client search in Anasazi before adding a new client. Search by name, alias, SS #, DOB;
3. Enter client names correctly into Anasazi by following name entry conventions as specified in attachment;
4. If system cautions about another client with same SS number, same spelling, same Medi-Cal number, etc., check with HIMD to report, or submit a MHS-025 form.

To assist, this letter contains the following attachments: Core Client Information Guidelines and Common Procedures, the MHS-025 Form A and Form B, and an Instruction Sheet. All staff that search or enter clients in Anasazi should read this and have these attachments available for reference.

Thank you for your continued efforts to protect the integrity of the information in Anasazi.



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