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DUPLICATE CLIENT ENTRY IN ANASAZI

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From: Alfredo Aguirre, LCSW 
Behavioral Health Director

Subject: Data Integrity in Anasazi

To: All Anasazi Users, Program Mangers, Legal Entity Partners

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 correction of duplicate client charts is very resource intensive. These errors affect the integrity of data, reporting of data, client searches, and ultimately coordination of client care. It is crucial that programs put in place systems that will prevent these reoccurring errors.

In the quarter ending on 7/31/12, the Health Information Management Department has reported these findings:

- Screened 1789 new Anasazi client charts to check for errors
- There were 55 Duplicate client charts (meaning there were two "charts" in Anasazi for the same client). This is a 3% error rate. **Goal: 0%**
- 1141 charts were missing client's SS #. This is a 64% error rate. **Goal: <5%**
- 433 Corrections were made (Names transposed, DOB incorrect, Alias not entered, etc.). 24% of clients entered required one or more corrections. **Goal: <5%**

Common Errors:

- Failure to search for client aliases when performing client search
- Failure to procure and/or search using client SS #
- Not following name entry conventions when entering new client into Anasazi (any difference, even a space, the system will categorize as a different name)
- Reversing digits of client SS # when entering this into Anasazi

- Using old correction form; use only MHS – 025 (11/2011)

3 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.

Please refer to the attachments: Name Conventions Instructions, Correction Form and Instruction Sheet. All staffs that search or enter clients in Anasazi should read this and have these attachments.

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