

NHI HEALTH IDENTITY

PMAANZ Conference 14th September 2018



IDENTITY DATA MANAGEMENT TEAM (IDM)



What we do:

- Manage the collection, storage, maintenance and dissemination of NHI data
- Provide subject matter expertise for the quality of the Ministry's information services
- Support the Ministry and the sector in meeting quality goals
- We also look after the identity aspects of the HPI, NES, Address Service and Access rights

So just what is the NHI number?

A unique identifier
assigned to each
person who receives
healthcare in NZ

The cornerstone of
clinical and
administrative patient
related information

It is used to identify the
patient


Correct identification is
a critical aspect of
patient safety

Its all about
ME

How are we doing?

The NHI duplication rate is a good indicator of data quality

In 2013, the duplication rate was on average 8%



Having a duplicate NHI can put the patient at risk:

Clinician does not have the full set of health information for the patient

Clinician is not aware of medical warnings

Increases the risk of misdiagnosis

Good News,
Everyone!



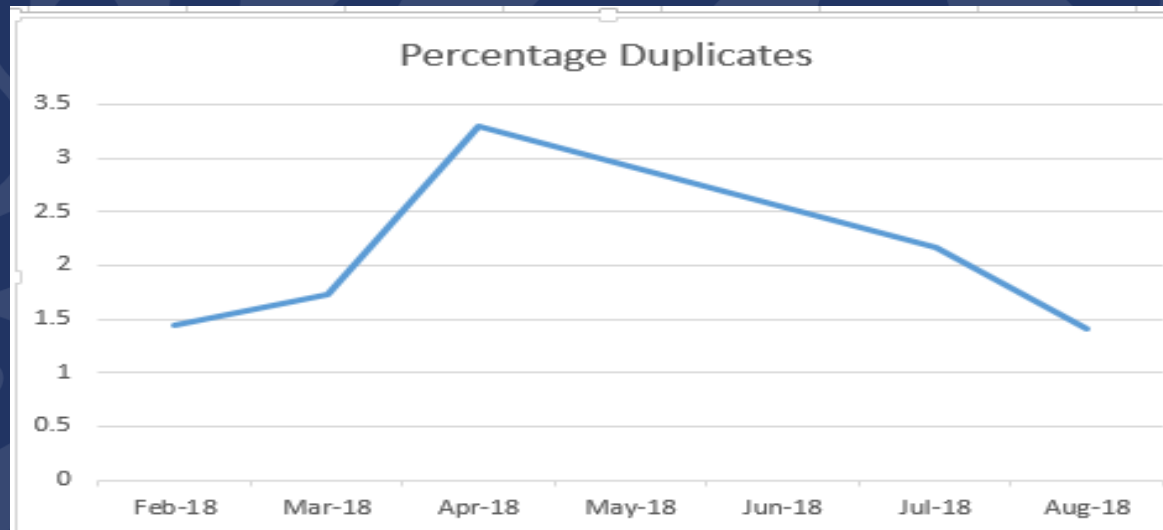
Congratulations!!



Overall duplication rate for August 2018 **1.41%!!**

DHB rate = 1.37%

GP rate = 1.81%



How can we further reduce the NHI duplication rate?

Almost all people living in New Zealand will have an NHI number

All newborns have been given NHI numbers since 1989

It should only be necessary to add someone to the NHI who is new to NZ and/or has not been to a health provider

Common causes

Overriding of the
search results

Details have
previously been
updated on the
wrong NHI

Failure to update new
identity information

Failure to address
data anomalies

"If in doubt - shout"

0800 505 125



Common Areas of Ambiguity



Babies



All newborns are registered on the NHI using the following format:

Family name – Mum's family name

First name – Baby of <Mum's first name>

Birth order is recorded for multiple births:

Family name – Mum's family name

First name – Triplet 2 of <Mum's first name>

Baby search

I cannot find the correct NHI when I searched using baby's actual name?

Do not create a new NHI



Search using the 'Baby of' format

NHI still not found?

If in doubt, shout!

Call MOH Contact Centre on
0800 505 125

Preferred name

The preferred name on the NHI is the name the patient prefers to be known as

It might not be their legal name

If they differ, the patient's legal name should be stored as an alternative name

When a search is made using a patient's alternative name, the preferred name will be the name that appears in the search results.

Gender

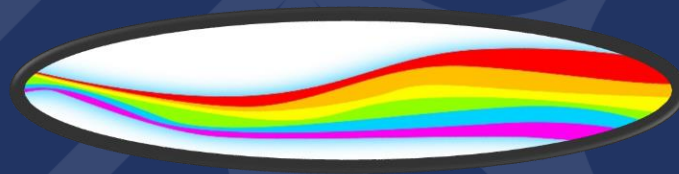
The NHI is an Identity Register and should reflect how the patient self identifies



Evidence is not required



If different, physical sex needs to be recorded at a local level



Any NHI will do



Updating details on the wrong NHI results in 2 (or more) people sharing the same number – Identity Confusion

Original person has disappeared from the NHI

The other person now has clinical information/history associated with them that does not belong to them

Risk to both people due to missing or incorrect information

Yesterday.....

A practice noticed the details for a patient of theirs no longer looked like their patient and was no longer enrolled with them. This is what we found:

	Name	Date of Birth	Address	Place of Birth
1	IAIN	15/08/1943	A Ave, Taupo	Scotland
2	IAIN	15/11/1943	A Ave, Taupo	Scotland
3	IAIN	15/11/1943	B Rd, Clive	Scotland
5	IAN	15/11/1943	B Rd, Clive	Auckland

The IDM team.....

Put the NHI
record back to
the details of
the original
owner



Created a new
NHI for the
other user of
the NHI



Advised
relevant
facilities of
health events
associated
with the NHI
that would
need to be
transferred



Arranged for
the GP of the
second patient
to be advised



RISK

Medical Warnings

Onset Date	Description	Severity	Facility	MW Code
07/03/2017	PENICILLINASE SENS PENICILLINS -ANAPHY...	W	4111	
13/11/2014	PENICILLIN-ANAPHYLACTIC SHOCK	W	4111	

National Enrolment Service (NES)

- NES is a service - you cannot update a service.
- NES holds NHI numbers, enrolling ID's and some dates.
- All patient demographics are held in the NHI which is what gets updated.
- NES works on all days, not just Tuesdays!



Who else is looking at real time enrolments



Health services using NES

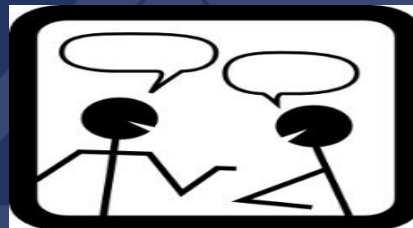
National Immunisation Register Administrators

Cervical Screening National Office

Some Before Schools Administrators

Some PHO staff

Some After Hours Medical Services



NIR Feedback



“The first day we used it we found a baby who had been lost to our outreach immunisation service”

“This function has reduced our ‘no provider’ reports for children from birth to 5 years immensely “

“We are able to follow up with the practice babies who are not on the NIR, usually due to home birth or having come from overseas”

“This has been especially beneficial for babies, to try and get them aligned to the correct practice before their 1st vaccination is due”

“We’ve already arranged follow-up for 2 babies who are well overdue GP enrolment”



And finally

“If in doubt, shout”

0800 505 125

<https://www.health.govt.nz/our-work/health-identity/national-health-index/nhi-information-health-providers>