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WHITE PAPER

Patient Demographic Data Quality (PDDQ) Framework

*Derived from CMMI[®] Institute's Data
Management Maturity (DMM)SM Model*

Adopt a coordinated, organization-wide approach
to achieve accurate, trusted patient data





**“Mismatched patient data
is the third leading cause
of preventable deaths in
the United States.”**

SOURCE: healthIT.gov



+

86%

**OF HEALTHCARE
PRACTITIONERS**

have witnessed or know
of a medical error that
was the result of patient
misidentification*

**According to the 2016 National Patient
Misidentification Report survey.*



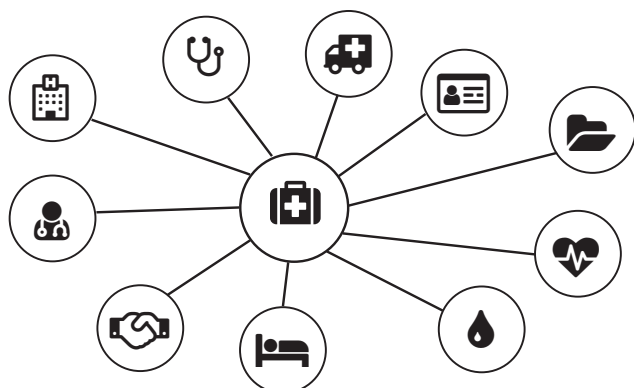
The Problem

Accurately and consistently matching patient data both within and across organizations is pivotal to ensuring safe and effective care to patients.

When the quality of patient data is not prioritized or accurately matched (often due to a lack of training and standards), the following adverse effects may occur:

- » Duplicative testing and incorrect treatment
- » Diagnosis decisions made in the absence of valuable information
- » Adversely impacted insurance claims and billing processes

Defining and adopting standards and implementing sound data management processes requires increased awareness, effective collaboration, and a cultural evolution towards shared responsibility, both within and across health care organizations.



The Solution

Introducing the **Patient Demographic Data Quality (PDDQ) Framework**

The PDDQ framework is provided to the healthcare industry by Health and Human Services, Office of the National Coordinator for Health IT (ONC). Its content is derived from the **Data Management Maturity (DMM)SM Model**, created by the CMMI[®] Institute as a comprehensive reference model of fundamental data management processes that constitute a graduated path to greater capabilities and maturity.

“The ONC Community of Practice analyzed available frameworks and selected the CMMI Institute’s Data Management Maturity model as the baseline for developing the PDDQ framework of best practices,” said Lee Stevens, Director of State and Interoperability Policy, ONC. “The DMM’s fact-based approach and built-in path for capability growth is aligned with the healthcare industry’s need for a comprehensive standard.”

The goal of the PDDQ framework is to help organizations ensure that formulation, agreements, approvals, and implementation of adopted standards and processes will be effective, sustainable and support minimizing the number of duplicate records to improve patient safety.

The framework contains practical, implementable best practices in 19 data management process areas (see Figure 1) designed to evaluate an organization’s current strengths and gaps, enabling a clear formulation of needed quality improvements. This will allow the organization to establish, build,

sustain and optimize effective data management across the patient demographic data lifecycle, from initial creation through updating, delivery, use, and archiving or destruction. The PDDQ framework advocates organization-wide alignment on the following key factors:

- » Implementation of data governance functions
- » Data quality improvements and assurance
- » Managing operational components
- » Defining and mapping data dependencies
- » Supporting access to shared data interoperability

The PDDQ fosters collaborative discussion and consensus among all involved stakeholders, ensuring that data is understood and trusted across the organization and the patient care lifecycle. The flexible structure of the PDDQ allows it to be applied in whole or in part, depending on the needs of each healthcare organization.

CATEGORY	PROCESS AREA
Data Governance	Governance Management
	Communications
	Data Management Function
	Business Glossary
	Metadata Management
Data Quality	Data Quality Planning
	Data Profiling
	Data Quality Assessment
	Data Cleansing & Improvement
Data Operations	Data Requirements Definition
	Data Lifecycle Management
	Data Provider Management
Platform & Standards	Data Standards
	Data Management Platform
	Data Integration
	Historical Data, Archiving & Retention
Supporting Processes	Measurement & Analysis
	Process Management
	Process Quality Assurance

FIGURE 1

Implement the PDDQ Framework In Your Organization

Access the PDDQ Framework [here](#)

As the creators of the Data Management Maturity (DMM) framework, CMMI Institute offers DMM assessments, a workshop-based process that rapidly identifies an organization's current capabilities, their maturity levels, and practice areas where additional capabilities are required. Specific to the PDDQ, CMMI Institute data management experts can quickly produce the following actionable results utilizing their proven approach:

- » Determine the necessary participants and stakeholders in the patient demographic data lifecycle
- » Conduct interactive workshops and interviews to gain insight into current patient data matching practices and processes, explore existing gaps and discover strengths
- » Provide a detailed report of recommendations used to guide the organization's data strategy and implementation planning activity. This will be the benchmark against which all future work can then be measured.

To learn more about how CMMI Institute can help your organization implement the PDDQ, email info@cmmiinstitute.com