

# MDS Duplicate Residents

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## What is a duplicate resident?

A duplicate resident is one nursing home resident in real life. This one resident, however, is two or more residents in the "mind" of the MDS system.

## Is a duplicate resident bad?

Yes. Information is wrong when a duplicate resident exists. In your nursing home, your resident count is too high and it looks like you missed assessing some people. For instance, you do a quarterly assessment on John Smith but misspell his name as John Smithe. The system creates a John Smithe as a new person (who doesn't really exist) and assigns the assessment to that new person. The system thinks the real John Smith did not get an assessment at all. He may eventually default if this problem is not identified and fixed.

## What creates a duplicate resident?

If you input wrong data in the **Social Security Number, date of birth, last name, first name, or gender** fields, you may prompt the system to create a new resident. Your error can be misspelled names, inverted numbers/letters, or just one wrong number. Or if you put an initial with a name in the first name field, e.g. "John A." or "A. John" instead of using both the First and Middle Name fields, e.g. "John" "A", the system may create a duplicate resident.

The federal system checks each assessment it receives with eight different criteria. It uses logic with the above fields and some 'behind the scenes' information to try to make a correct match. If no match is found, it creates a "new" resident.

## How can I prevent a duplicate resident?

Use caution whenever entering the **Social Security Number, date of birth, last name, first name, or gender**. Make sure that the information you have is correct. Use proper methods to correct any wrong data already sent. Double check all pre-filled data on your computer screen as you work through assessments.

## How can I quickly find any duplicate residents?

- **Duplicate Resident Report** in the Casper Reporting system. The title is misleading since the report does not try to identify possible duplicates. Instead, it lists absolutely all of the residents currently open in the facility. You look over the list and decide if you have any duplicate residents. It is usually quite obvious.
- **MDS New Admission Report** in the Final Validation List. Any residents listed twice are probably duplicate residents. Any long term residents that appear on this list are also probably duplicates.
- **MDS Residents with Changes to Resident Identifiers** in the Final Validation List. Most will be legitimate changes, but some changes are in error and others may lead you to a duplicate resident.

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- **MDS Questionable New Resident Report** in the Final Validation List. This report shows residents that the system finds to be, perhaps, too much of a coincidence. Look over the report and you decide what is and is not a problem.
- **Error Message -379** in the Final Validation Report “New resident: A new person has been created in the database...” This message appears only with assessment types that should never create a new resident.

**NOTE:** If you mistakenly create a new resident with any of the following three assessment types, you will not get a -379 warning:

- 1) Admit (AA8a=1),
- 2) Discharge prior to completing an initial assessment (AA8a=8), or
- 3) Medicare 5-day (AA8a=00 and AA8b=1).

The reason that you don't get this error is that new residents are meant to be created with these assessment types.

- **Error Message -81** in the Final Validation Report “Resident information updated: Submitted data in the above field is not the same as data previously submitted for this resident.” Once in a while this message exposes a duplicate resident. It gives an alert any time resident information changes.

## **What do I do if I think I have a duplicate resident?**

In Washington State, please contact Shirley Stirling at 360-725-2620. I can verify with a new utility whether you do actually have a duplicate resident. I can merge the duplicate resident and get all assessments credited under one resident ID after you verify which identifiers are correct. This ability is due to an improved feature in the Data Management System of the MDS. I will also refer you to Marge Ray, RAI coordinator to help you with timing issues or any other clinical issues that may be part of the problem.

Please contact either of the two of us as often as needed. We want to help you prevent problems and also help correct any errors quickly. We want to support you in your work and also help make sure that all Washington State data is as accurate as possible.

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