



IMPROVING PATIENT DEMOGRAPHIC ACCURACY AND CLINICAL OUTCOMES

CLIENT SUCCESS



How TransIT Helped a Children's Hospital Improve Patient Demographic Accuracy and Clinical Outcomes

Client Overview

A leading pediatric care hospital in South Florida is committed to improving health equity and outcomes for its diverse patient population.

The Challenge

Ensuring equitable access and mitigating health disparities among patient populations is a strategic goal of many organization. However, this organization identified a significant gap in the accurate capture of patient Race, Ethnicity, and Language (REaL) data. This data inaccuracy created:

- Challenges in tracking and reducing racial and ethnic disparities in healthcare outcomes
- Inconsistencies between Research and EHR databases
- Clinical decision-making due to flawed demographic information
- More than 10% of patients reporting "Other/Unknown"
- Incomplete federal and state reporting
- Decreased patient satisfaction

Challenges such as limited response options and inconsistency in data collection were impacting their ability to attain their goal. One of their physicians championed improvement, "a better method for our organization [is needed] that will allow us to have more accurate quality data and metrics."

Why Accuracy in Race & Ethnicity Data Matters

Accuracy in REaL data is essential for understanding patient demographics, reducing disparity in outcomes, and improving healthcare delivery.

Studies show that racial and ethnic disparities lead to higher illness and mortality rates and increase healthcare costs due to excess care, lost productivity, and premature deaths (KFF, 2024). Capturing accurate race and ethnicity is essential for:

- Tailoring diagnoses and treatments
- Conducting inclusive and representative clinical trials
- Supporting health equity initiatives

Accurately capturing race and ethnicity is essential to delivering equitable healthcare, as disparities affect many conditions and outcomes—from access to care to post-treatment results (American Academy of Neurology, *Neurology Clinical Practice Journal*, 2024).

By focusing on improving the accuracy of REaL data captured at the point of patient entry, the organization would be able to improve efforts for ensuring health disparities are identified and root causes found and addressed.



The Solution: Enhancing the Patient Self-Reporting Process

Patients needed options and an easy entry method that better reflected family identity and did not cause confusion, slow down the patient intake process, or lead to incorrect data entry.

The Executive Director of Community Health and Corporate Responsibility for the organization explained: *“The revised REaL data collection initiative highlights the importance of creating options that better reflect family identity...adopting multi-select options aligns with best practices, ensuring families can see themselves in the available choices.”* She emphasized that the success of this effort depends on both seamless integration with electronic platforms and comprehensive staff training.

The health system changed their pre-registration system, Tonic, to allow patients to more easily and accurately self-report race and ethnicity (Image 1).

“The idea is that people can be biracial or multi-racial but they usually identify as one ethnicity ... and this change is to make it consistent with AHCA and CMS, and CHA PHIS reporting.”

[MAKE's TransIT](#) software played a critical role in transforming the project.



Image 1

How MAKE and TransIT Helped

The project team was experiencing challenges identifying all the various race and ethnicity combinations, testing the entry of the information, and tracking the validation of all downstream vendor systems, including the EHR and other critical clinical and reporting systems. These issues were exacerbated by the need to rebuild multiple times across several non-production environments.

By using [TransIT](#), the project team was able to go faster, deliver better quality, improve communication, support resource management, and achieve project goals.

Streamlined Project Design and Build

TransIT was the solution to simplify and ensure all decisions were documented, data elements (data collection) were captured, and the build was tracked to completion across each environment ensuring no critical steps were missed.

Further, by utilizing TransIT the team was able to pinpoint a major problem with the project’s initial design. The project organization provided by TransIT helped them rethink the structure of the race and ethnicity fields, discovering that a combined approach reduced confusion and improved accuracy.

Consistent and Repeatable Testing

TransIT was used to track the validation of all race/ethnicity combinations ensuring testing was thoroughly completed, ensuring all workflows functioned properly - from point of entry through to all the downstream systems (see Image 2).

[TransIT Plans](#) were created to:

- Test every valid combination of race and ethnicity
- Track testing across multiple non-production environments
- Reuse testing frameworks to reduce retesting time with each environment rebuild and design change

Using TransIT Plans for unit testing ensured easy, fast, and well documented validation every time there was a change to design or build.

#	SCENARIO	CURRENT VAL...	TONIC SELECT...	CERNER RACE	CERNER ETHN...	PATIENT NAME	MRN	FIN	START	ASSIGNED	T...	R...	E...	%	STATUS	ISSU
1	Existing Patient - single select in Tonic (should be blank in Tonic if we have never sent detail to Tonic before in Stage)	White/Non-Hispanic	Black, Hispanic	Black	Hispanic	ZZZITTESTONLY, PATIENTD	11192164...	12248337...	2020-03-10	Julie Lugo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input checked="" type="checkbox"/>	
2	Existing Patient - Single select - Choose Hispanic in Tonic (Majority of patients are going to have something already populated in Cerner - first time using Tonic this will be blank)	White / Blank	Hispanic	Unknown	Hispanic	TEST, TEST	11211559...	12249227...	2025-03-10	Julie Lugo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input checked="" type="checkbox"/>	
3	Patient not seen since before May 2024 (trigger full race screen test) - start with New Well Child, and then PCC follow-up	Unknown / Unknown	Other, Asian, Hispanic	Asian / Other	Hispanic	TEST, TEST	11232689...	12248337...	2025-03-10	Julie Lugo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input checked="" type="checkbox"/>	
4	Line 3 - part 2 - Schedule the PCC followup - to test full race page does NOT display	Asian/Other and Hispanic	Decline to Answer	Unknown	Unknown	TEST, TEST	11232689...	12248337...	2025-03-10	Julie Lugo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input checked="" type="checkbox"/>	
5	Line 3 - part 3 - Schedule another visit, and SHOULD get full race screen again, as the values in Cerner are Unknown/Unknown	Unknown / Unknown	American Indian, Native Hawaiian	American Indian, Native Hawaiian	Non-Hispanic	TEST, TEST	11232689...	12248337...	2025-03-10	Julie Lugo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input checked="" type="checkbox"/>	
6	New Patient - x2 select in Tonic - language SPANISH	Blank for both values	White, Hispanic	White	Hispanic	ZZZITTESTONLY, TONICA	11242148...	12248337...	2025-03-10	Julie Lugo	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	100	<input checked="" type="checkbox"/>	

Image 2

Integrated Issue Management

TransIT's integrated issue tracking enabled the project team to log, assign, manage, and resolve problems quickly, enabling:

- Faster turnaround for fixes
- Elimination of duplicate issues
- A documented audit trail of changes and resolutions

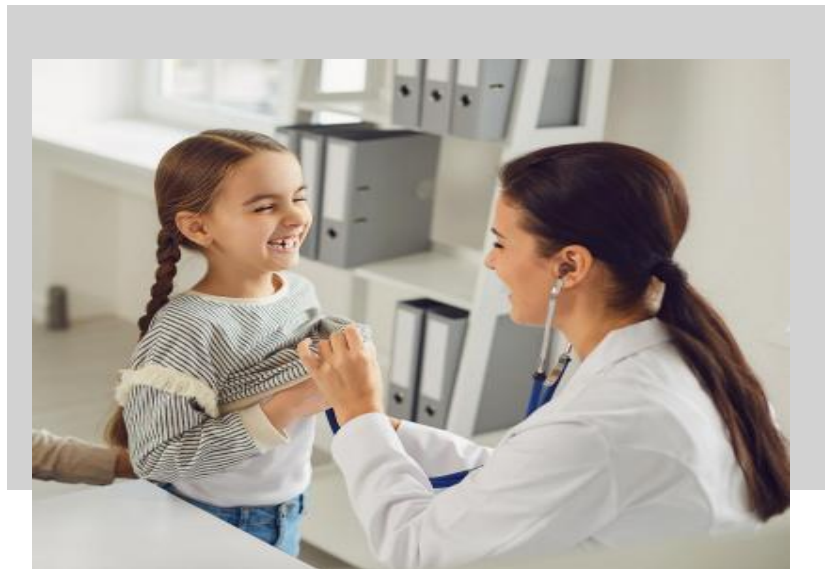
Improved Communication Across Vendors

By using TransIT, the project team increased communication with all the vendors involved and established transparent tracking of all build steps and testing activities. Additionally, TransIT Plan's integrated with TransIT Issues provided automatic notifications of issue updates further improving real-time communication.

Conclusion

Thanks to [MAKE's TransIT solution](#), the organization successfully transformed how they capture race and ethnicity data, leading to better clinical outcomes, improved patient and provider satisfaction, and stronger compliance with national standards.

[MAKE](#) didn't just support the build — they empowered it with tools to plan, test, validate, and execute better.



References

KFF, Disparities in Health and Health Care: 5 Key Questions and Answers, 2024. <https://www.kff.org/racial-equity-and-health-policy/issue-brief/disparities-in-health-and-health-care-5-key-question-and-answers/#:~:text=Racial%20and%20ethnic%20health%20disparities,losses%20due%20to%20premature%20deaths.>

American Academy of Neurology, Neurology Clinical Practice Journal, Improved Accuracy/Completeness of EHR Race/Ethnicity Data, 2024. <https://www.neurology.org/doi/10.1212/CPJ.0000000000200313>