2.19 Software Release Document Addendum

System Administration: Duplicate Participant Records

Guidance for WIC Users with:
Role 10 - LSA

Implementation Date: 2/22/2014

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System Administration: Duplicate Participant Records (ENH-258)

Explanation of Current Functionality
Duplicate records are sometimes inadvertently created for participants. Once created, the system does not have a method for identifying a duplicate record or for combining the records.

New Functionality/Enhancement
A new function called **Potential Duplicate Participants** has been added to the **System Administration** module in HuBERT. Users who have **Role 10 – LSA** will have access to this functionality.
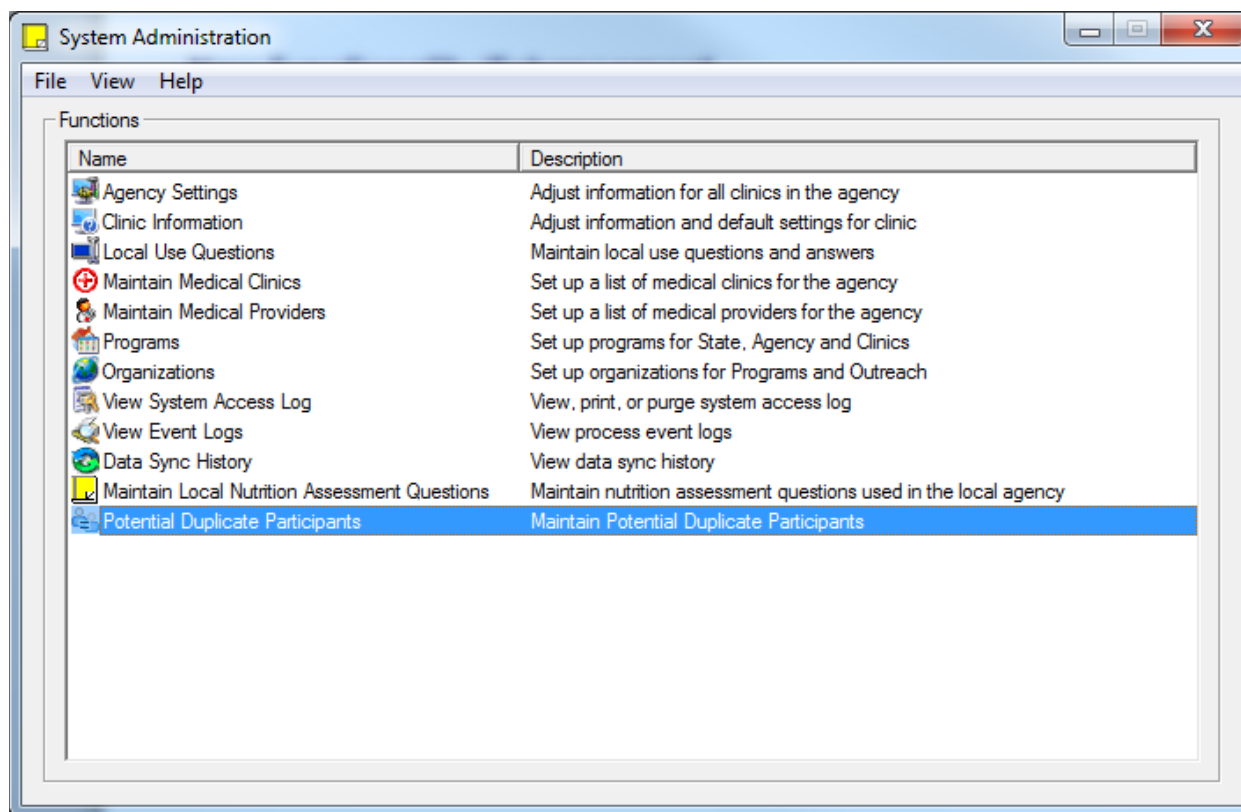
The **Potential Duplicate Participants** function allows users to:

- Indicate a record is a duplicate

- Terminate and move duplicate records to agency 88

- Access duplicate records for historical information via the actual participant's record

Double-clicking on **Potential Duplicate Participants** opens the new function.
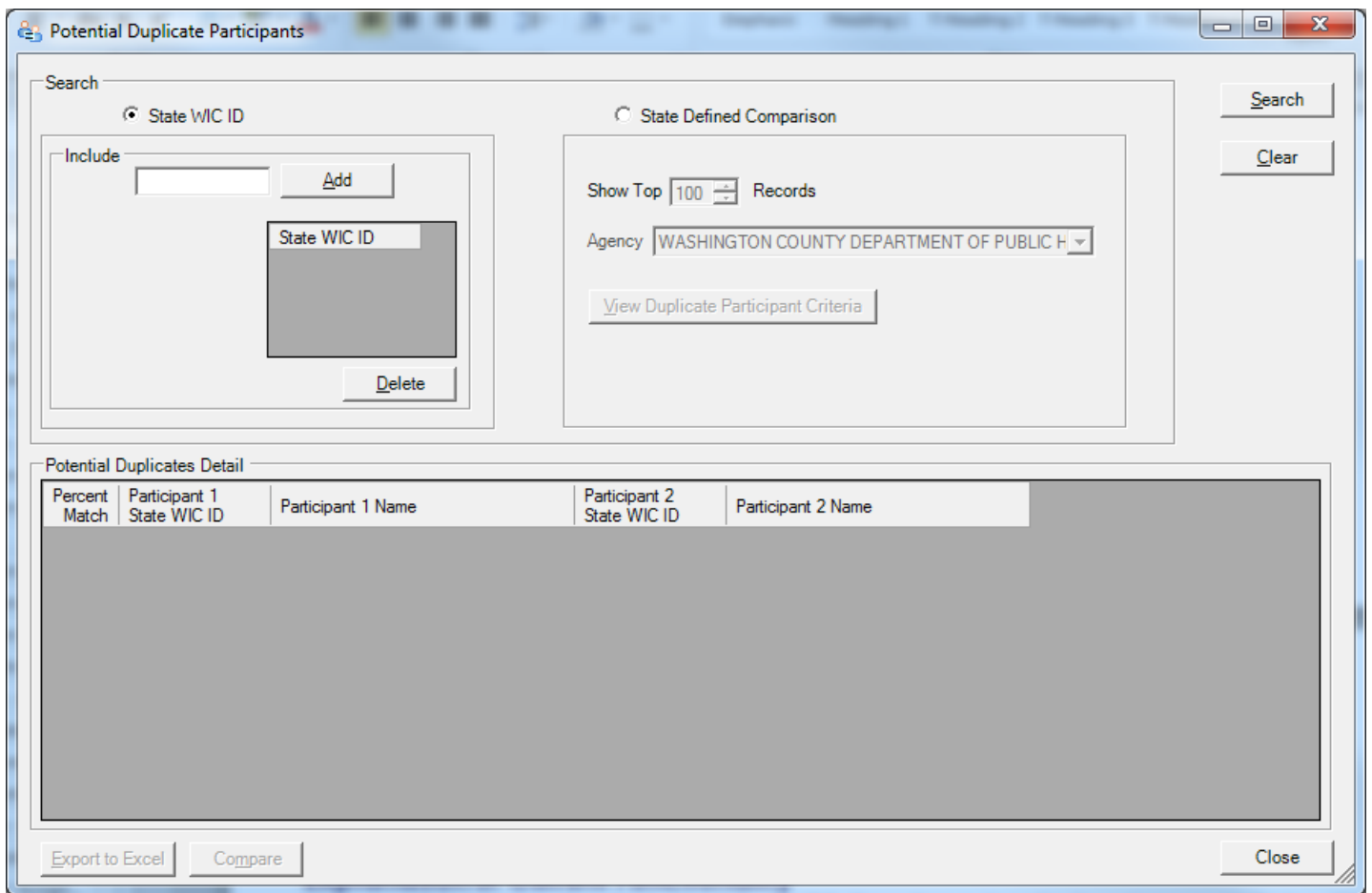
There are two different methods available for searching for potential duplicate participants using this function:
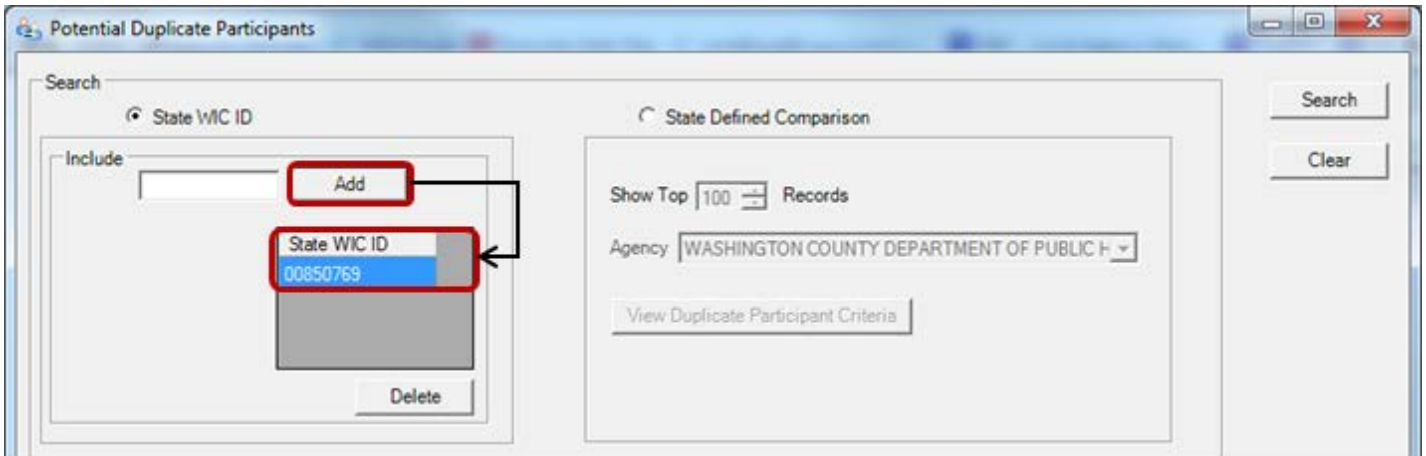
- By State WIC ID
- By State Defined Comparison

Search Potential Duplicate Participants by State WIC ID

The **State WIC ID** radio button is the default selected when the **Potential Duplicate Participants** screen is first opened. This search method can be used at any time when records are known to be duplicates.
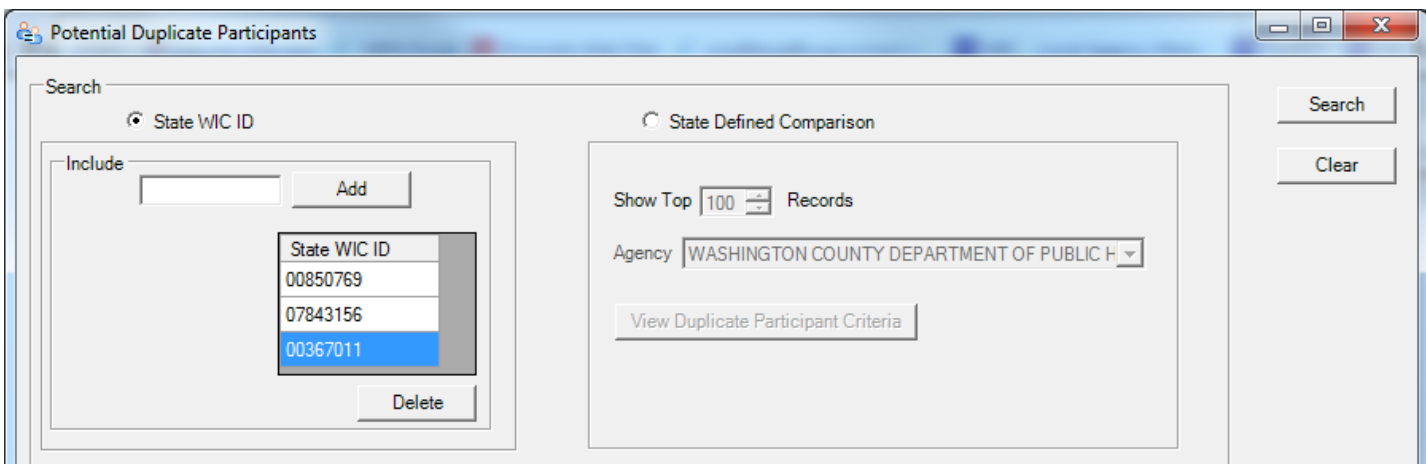
Multiple participant records can be compared by entering the State WIC IDs, one at a time, into the **Include** field (note that leading zeroes do not need to be entered)…
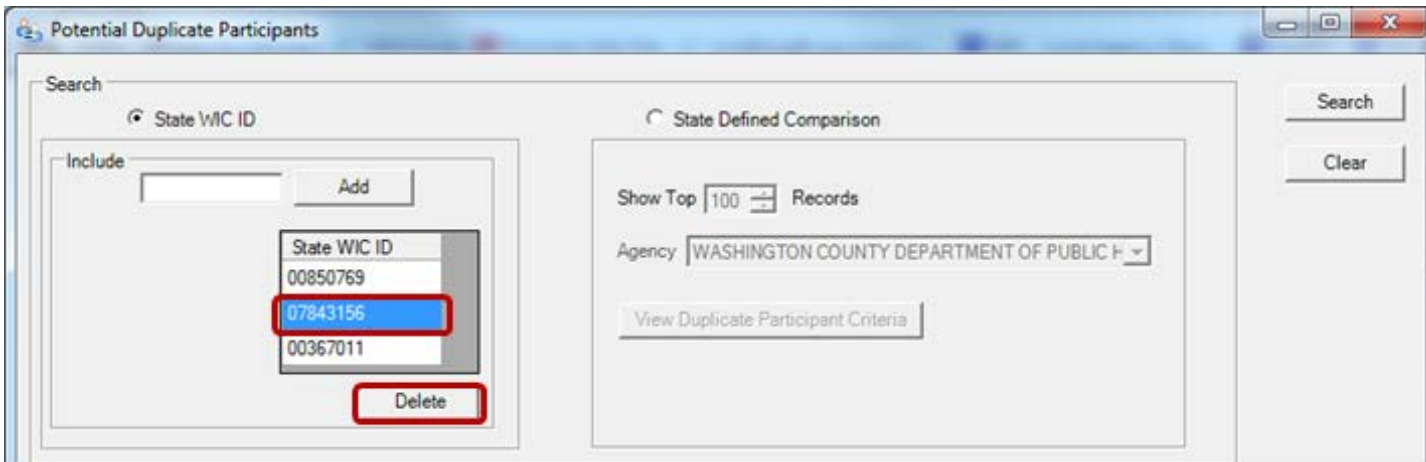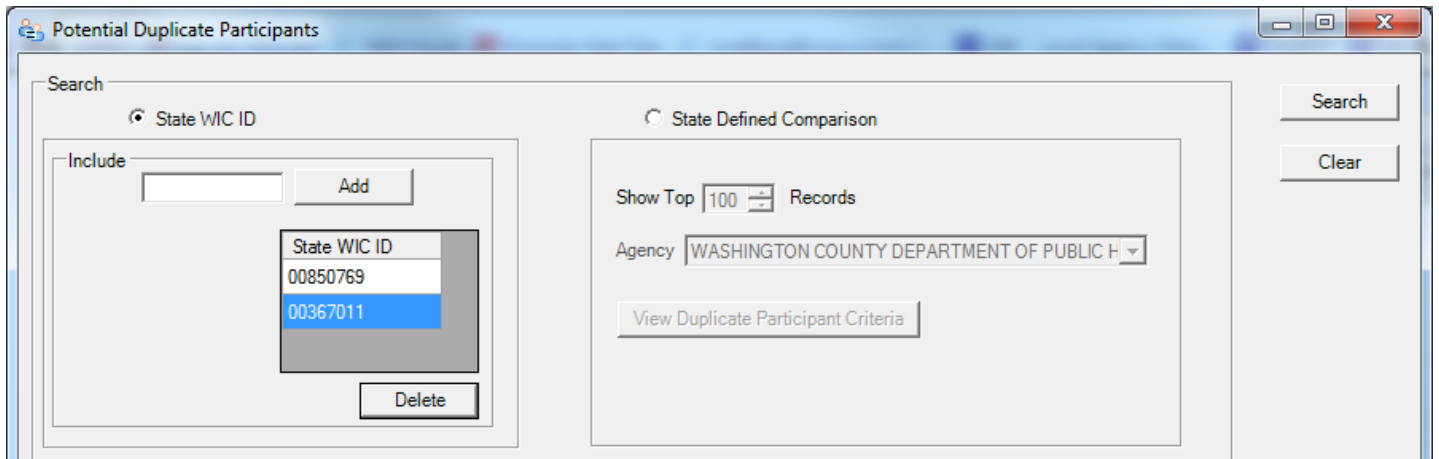
…and clicking the **Add** button.

Any IDs that you want to compare as potential duplicates can be entered.

To remove a State WIC ID from the list, simply click on it to highlight…

...and click the **Delete** button.

Once a list of two or more potential duplicates has been entered, click the **Search** button for the system to compare the records.

All possible combinations of listed State WIC IDs will display in the **Potential Duplicates Detail** list at the bottom of the screen (for example, if the original 3 IDs had been searched on, the following combinations would have displayed in the list: 367011 and 850769; 367011 and 7843156; 850769 and 7843156).
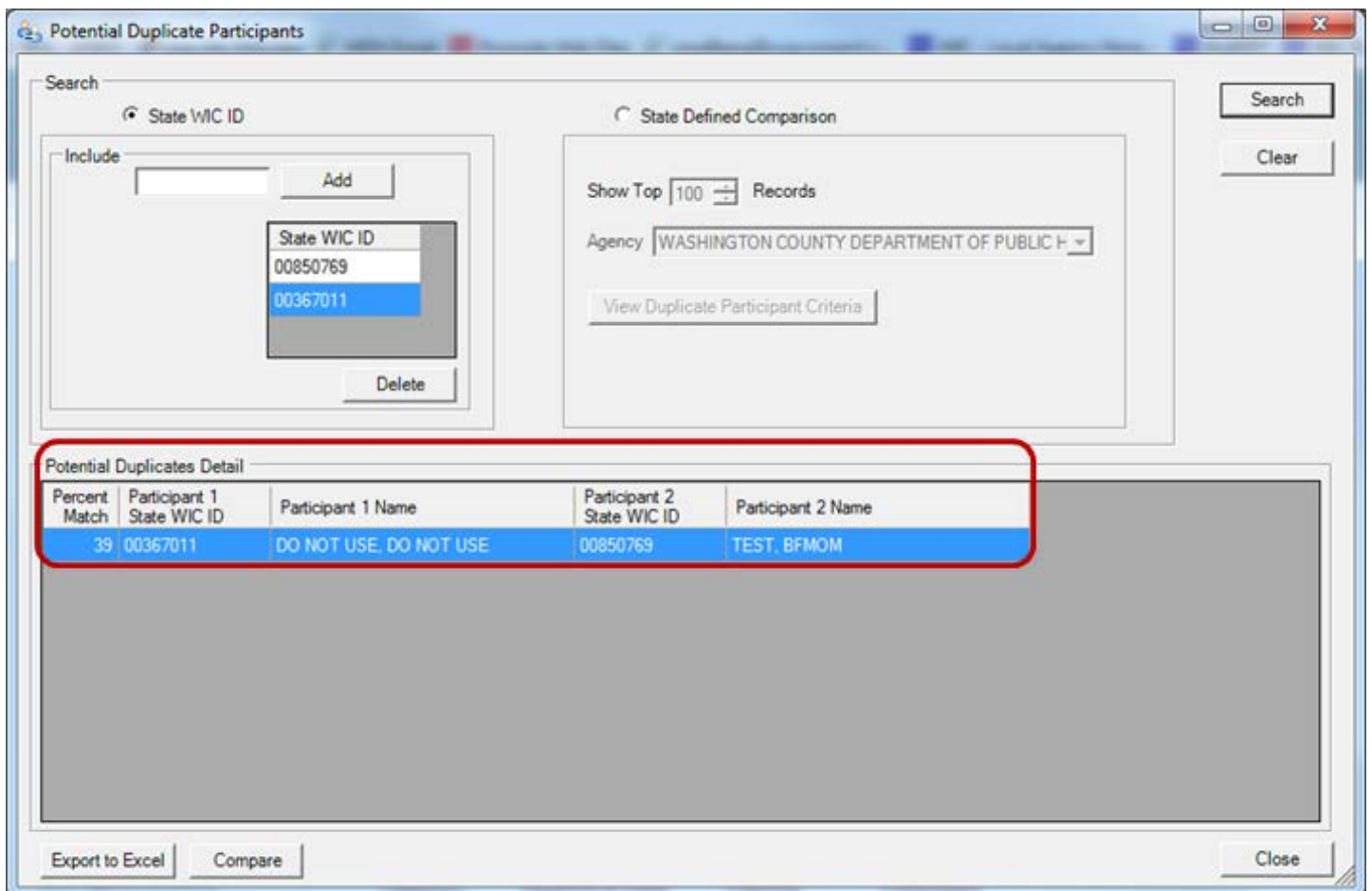

The State WIC IDs are listed smallest number to largest, not in the order they were entered into the **Include** list.

The **Percent Match** column is a percentage of how well the participant records match based on the following criteria:

- Date of birth
- First 3 letters in the first name
- First 3 letters in the last name
- Gender

In our example on the previous page, since the name for record 367011 was changed to DO NOT USE, DO NOT USE, the percentage match is relatively low (39%). Due to name changes, the Percent Match may or may not be a good indicator of whether the records are duplicates.

The **Export to Excel** button allows you to save the **Potential Duplicates Detail** list to an Excel file. Clicking the button opens the usual **Save As** screen.
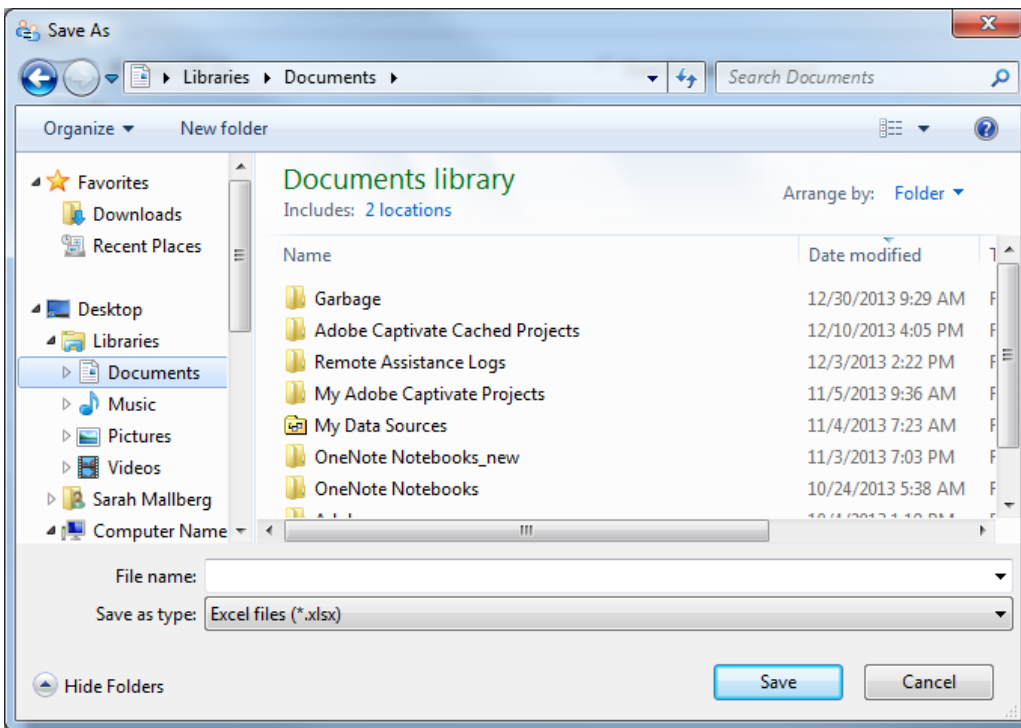
Once the file has been named and saved, you can open it in Excel. This list can be used to look participant records up in order to determine whether one of the records should be marked as a duplicate and if so, which should be kept.
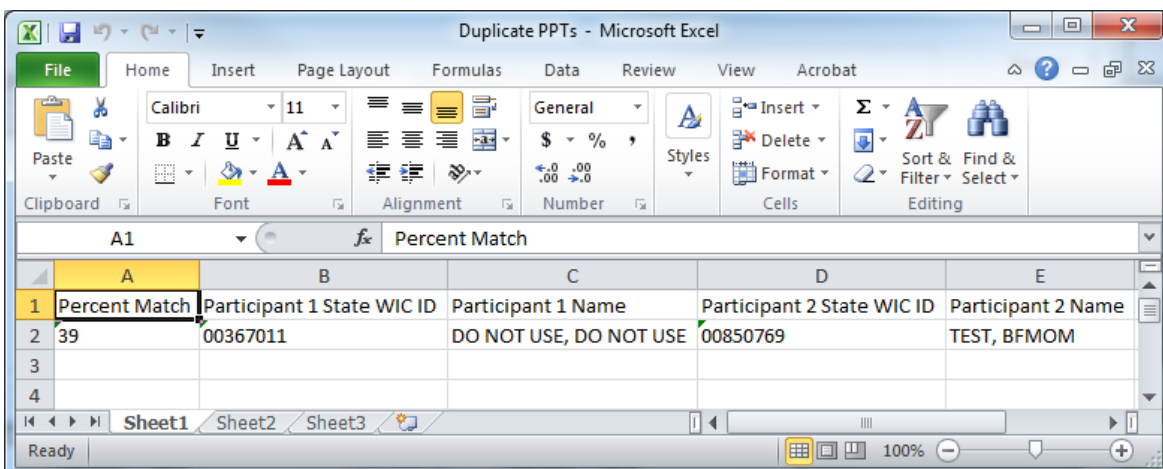
Compare Potential Duplicate Participants

To see how the rest of the records compare, click on the **Compare** button to open the **Compare Potential Duplicate Participants** screen.

The **Criterion** column lists the fields that are compared: Date of Birth, First Name, Middle Initial, Last Name, Address, City, State, Zip, Telephone 1, Telephone 2, Race, Ethnicity, Last Cet (Certification) Effective Date, Last LDTU, Agency, Clinic, Household ID, and Gender. The information available for each record is displayed in the next two columns.

Criterion	Participant 1 State WIC ID 00367011	Participant 2 State WIC ID 00850769
Date of Birth	04/10/1988	04/01/1988
First Name	DO NOT USE	BFMOM
Middle Initial		
Last Name	DO NOT USE	TEST
Address	123 HOME ST	123 HOME ST.
City	BIGFORK	BIGFORK
State	MN	MN
ZIP	566280000	566280000
Telephone 1	218-123-4567	218-123-4567
Telephone 2		218-987-6543
Race	White; Not Hispanic or Latino	White
Ethnicity	Not Hispanic or Latino	Hispanic or Latino
Last Cet Eff Date	01/02/2009	03/06/2013
Last LDTU		
Agency	012 - ITASCA COUNTY PUBLIC HEALTH WIC PR...	451 - WASHINGTON COUNTY DEPARTMENT O...
Clinic	006 - 006 - ITASCA RESOURCE CENTER	166 - 166 - WASHINGTON COUNTY GOVERNME...
Household ID	13538145	13538149
Gender	Female	Female

Resolve Duplicates

- ○ Keep 00367011 active and label 00850769 as a duplicate   User
- ○ Keep 00850769 active and label 00367011 as a duplicate   Date
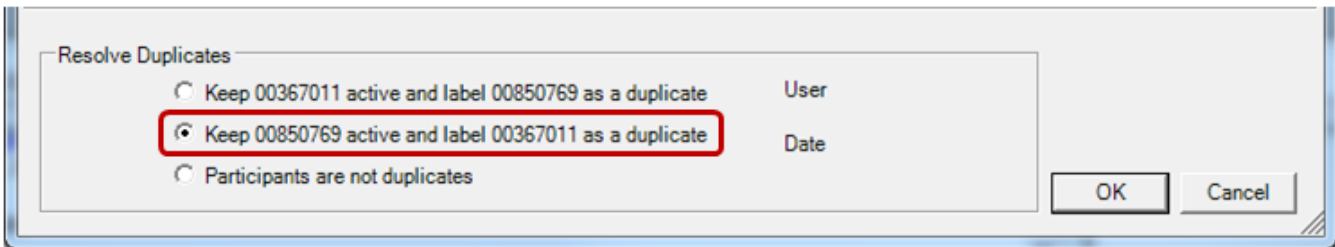- ○ Participants are not duplicates

OK   Cancel

Information that **matches exactly is highlighted in yellow.** (Notice that the address is the same except for the period after "ST". Since it is not an EXACT match, it is not highlighted in yellow. Also notice that both Middle Initial fields and Last LDTU fields are blank. Since these "match", they are highlighted in yellow.)

Resolve Duplicates

The **Resolve Duplicates** section at the bottom of the screen is where where we can indicate what should be done with the records. There are three options:
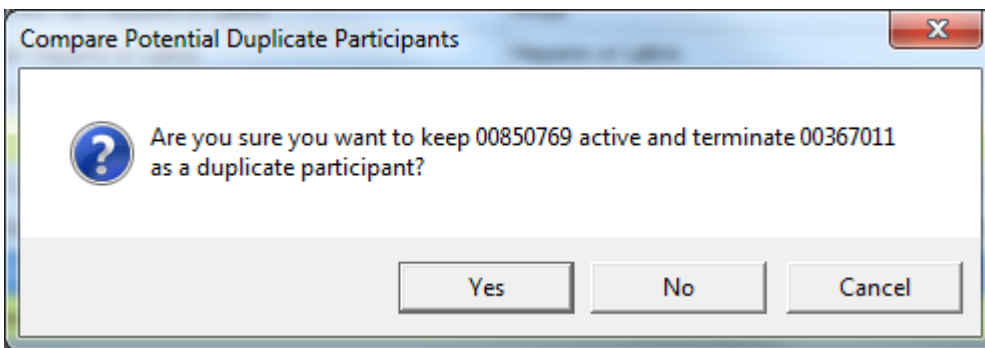
1. Keep Participant 1 active and label Participant 2 as a duplicate
2. Keep Participant 2 active and label Participant 1 as a duplicate
3. Indicate that the records are not duplicates

In the example on the previous page, participant 850769 is the record we want to continue to use. To indicate this, we would select the **Keep 00850769 active and label 00367011 as a duplicate** radio button.

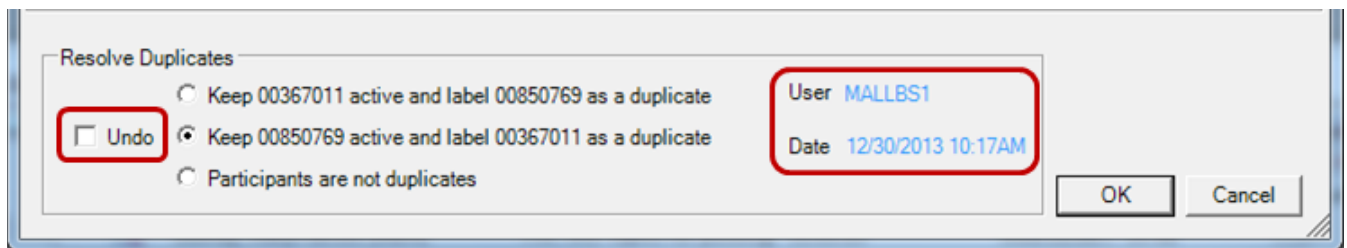Once the desired option has been selected, click the **OK** button.

The following validation message displays:

Clicking **Yes, No** or **Cancel** closes the **Compare Potential Duplicate Participants** screen and returns you to the **Potential Duplicate Participants** screen.

However, after clicking the **Yes** button, the system will perform the following actions:

- Update the **Resolve Duplicates** section of the **Compare Potential Duplicate Participants** screen with:

    o An **Undo** checkbox, which allows us to undo the actions the system just performed (see the Undo Resolve Duplicates section)

    o The staff ID of the **User** logged into HuBERT, and the date and time, when the duplicates were resolved

- Update the new **Duplicate Participants** section, in the **AdditionalInfo1** tab of Demographics, in the record being kept active with the **State WIC ID** and **Name** of the duplicate record…
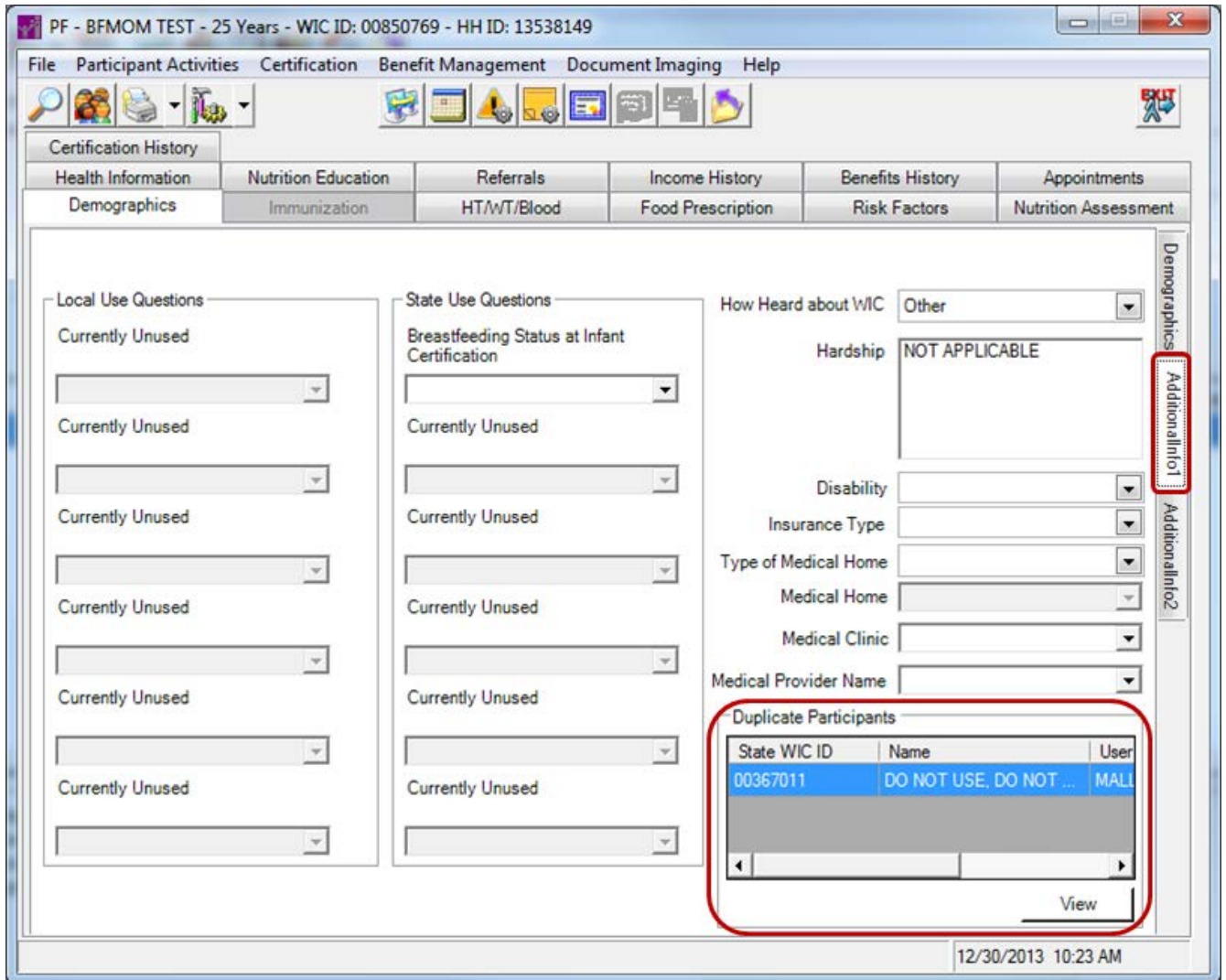
…and the **User** and **Date/Time** when the record was designated as a duplicate.
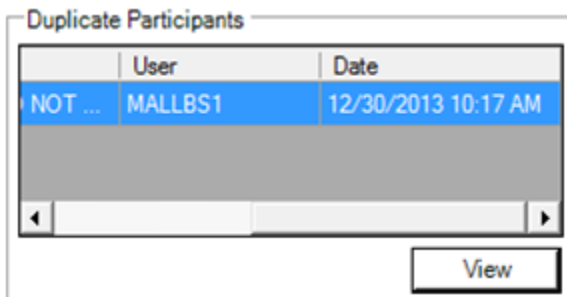
The **Duplicate Participants** section will list all records that have been designated a duplicate of this record. To view the desired record if there are multiple records listed: click on the row to highlight then click the **View** button.

- Enable the **View** button, which opens a read-only version of the duplicate record.

- Assign the duplicate record to Agency 88 and Clinic 88

- Terminate the duplicate record

If a user tries to open the duplicate record from the Participant List, the following message will display:

Once End-of-Day (EOD) has run, the system will add the **Termination Reason**: **Duplicate Participant**, which will display in the **Show Details** panel on the Participant List screen.

Undo Resolve Duplicates

If a record has been incorrectly or mistakenly designated a duplicate, you can:

- Open the **Potential Duplicate Participants** screen
- Enter each ID individually into the **Include** field and click the **Add** button
- Click the **Search** button
- Click the **Compare** button to re-open the **Compare Potential Duplicate Participants** screen

The records will display their most current information, which is based on the most recent resolution:

Criterion	Participant 1 State WIC ID 00367011	Participant 2 State WIC ID 00850769
Date of Birth	04/10/1988	04/01/1988
First Name	DO NOT USE	BFMOM
Middle Initial		
Last Name	DO NOT USE	TEST
Address	123 HOME ST	123 HOME ST.
City	BIGFORK	BIGFORK
State	MN	MN
ZIP	566280000	566280000
Telephone 1	218-123-4567	218-123-4567
Telephone 2		218-987-6543
Race	White; Not Hispanic or Latino	White
Ethnicity	Not Hispanic or Latino	Hispanic or Latino
Last Cet Eff Date	01/02/2009	03/06/2013
Last LDTU		
Agency	88	451 - WASHINGTON COUNTY DEPARTMENT O...
Clinic	88 - 88 - PURGE	166 - 166 - WASHINGTON COUNTY GOVERNME...
Household ID	13538145	13538149
Gender	Female	Female

Resolve Duplicates

- ○ Keep 00367011 active and label 00850769 as a duplicate
- ☐ Undo ◉ Keep 00850769 active and label 00367011 as a duplicate
- ○ Participants are not duplicates

User MALLBS1

Date 12/30/2013 10:17AM

[OK] [Cancel]

Note that the participant indicated as a duplicate (Participant 1 State WIC ID 00367011) when resolved now belongs to Agency and Clinic 88.

To **Undo** the resolution, click the **Undo** checkbox to insert a checkmark, then click the **OK** button.

A validation message will display.

Clicking the **Yes** button returns the user to the **Compare Potential Duplicate Participants** screen where the following will occur:

- The **Undo** checkbox will no longer display

- The previously selected radio button will be cleared

- The **User** and **Date** will update to indicate a change was made to the resolution

NOTE: Click the **Cancel** button to exit the **Compare Potential Duplicate Participants** screen without resolving the duplicates.

- The **Duplicate Participants** section in the active participant's record will be cleared

- The record designated as a duplicate will continue to be terminated and to belong to Agency and Clinic 88

- The user will be able to transfer the record from Agency 88 and open it
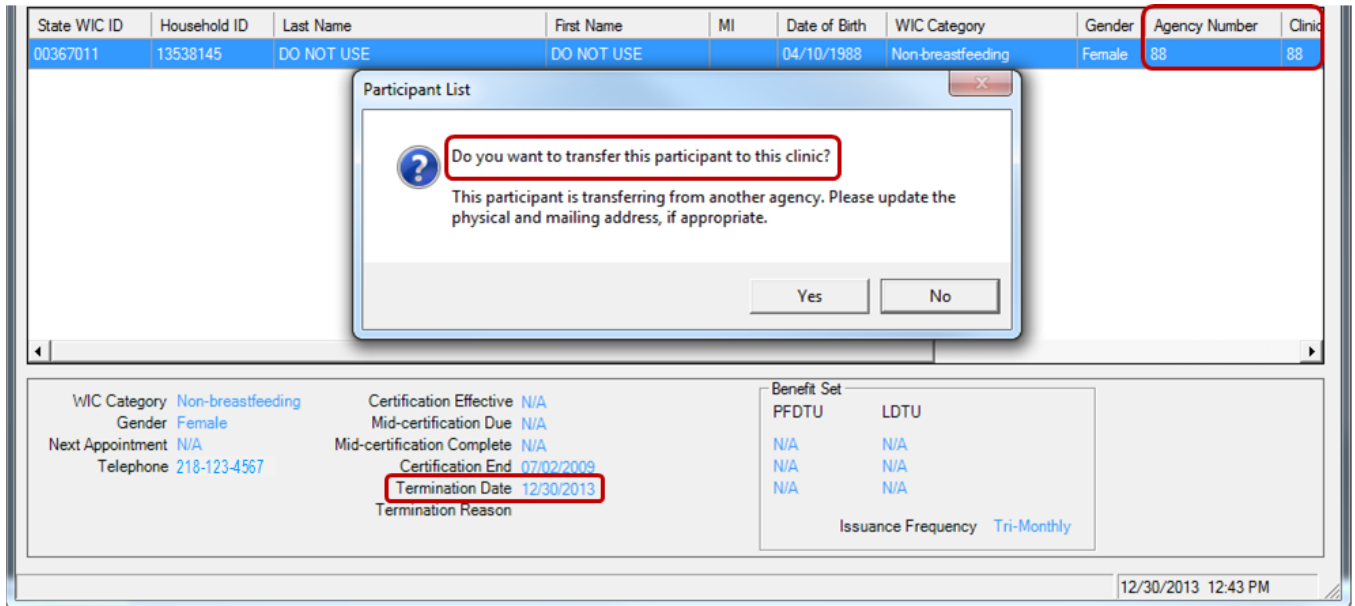

Search Potential Duplicate Participants by State Defined Comparison

The second method for searching for potential duplicate records is an automated process called State Defined Comparison. This provides a list of potential duplicates identified by the EOD process, which is run on a daily basis.

Clicking the **State Define Comparison** radio button enables the **Show Top <#> Record** (defaults to 100) and the **View Duplicate Participant Criteria** button.

The **Agency** drop-down defaults to the agency selected when the **System Administration** module is first opened and is disabled.
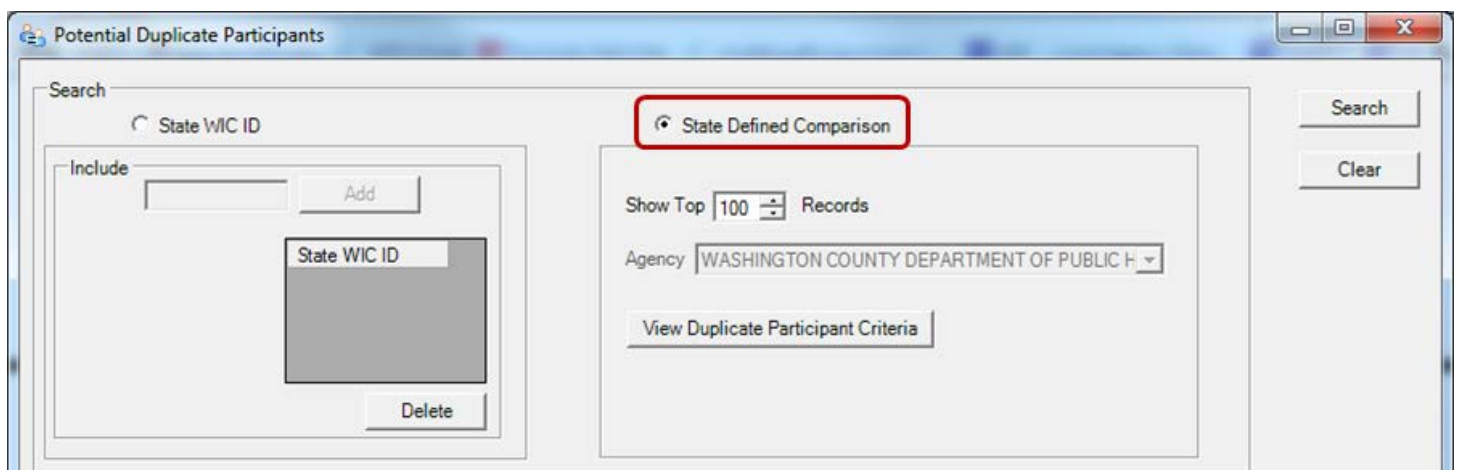
The **View Duplicate Participant Criteria** buttons opens a **view-only display** of the criteria, set by the State Office, which is used to determine duplicate participants. These are the same criteria used to determine the **Percent Match** column when searching by State WIC ID and are indicated by checkmarks in the **Include in Compare** column.

View Duplicate Participant Criteria

Comparison Criteria

Criterion	Include in Display	Sort Order	Include in Compare	Character Match Limit	Date Match Variance	Remove Spaces and Special Characters	Type of Compare
Date of Birth	☑	1	☑		0	☐	Exact
First Name	☑	2	☑	3		☐	Exact
Middle Initial	☑	3	☐			☐	Exact
Last Name	☑	4	☑	3		☐	Exact
Address	☑	5	☐			☐	Exact
City	☑	6	☐			☐	Exact
State	☑	7	☐			☐	Exact
ZIP	☑	8	☐			☐	Exact
Telephone 1	☑	9	☐			☐	Exact
Telephone 2	☑	10	☐			☐	Exact
SSN	☐	11	☐			☐	Exact
Race	☑	12	☐			☐	Exact
Ethnicity	☑	13	☐			☐	Exact
Maiden First Name	☐	14	☐			☐	Exact
Maiden MI	☐	15	☐			☐	Exact
Maiden Last Name	☐	16	☐			☐	Exact
Last Cet Eff Date	☑	17	☐			☐	Exact

Close

Criterion	Include in Display	Sort Order	Include in Compare	Character Match Limit	Date Match Variance	Remove Spaces and Special Characters	Type of Compare
Last LDTU	☑	18	☐			☐	Exact
Agency	☑	19	☐			☐	Exact
Clinic	☑	20	☐			☐	Exact
Household ID	☑	21	☐			☐	Exact
Gender	☑	22	☑			☐	Exact

Close

Clicking the **Search** button, will display the list of potential duplicate records, up to the number indicated in the **Show Top <#> Records** field, identified during EOD in the **Potential Duplicates Detail** section at the bottom of the screen. The records display based on the highest to lowest **Percent Match**.

In order to display in the list, at least one of the participants must belong to the agency displayed in the **Agency** field.
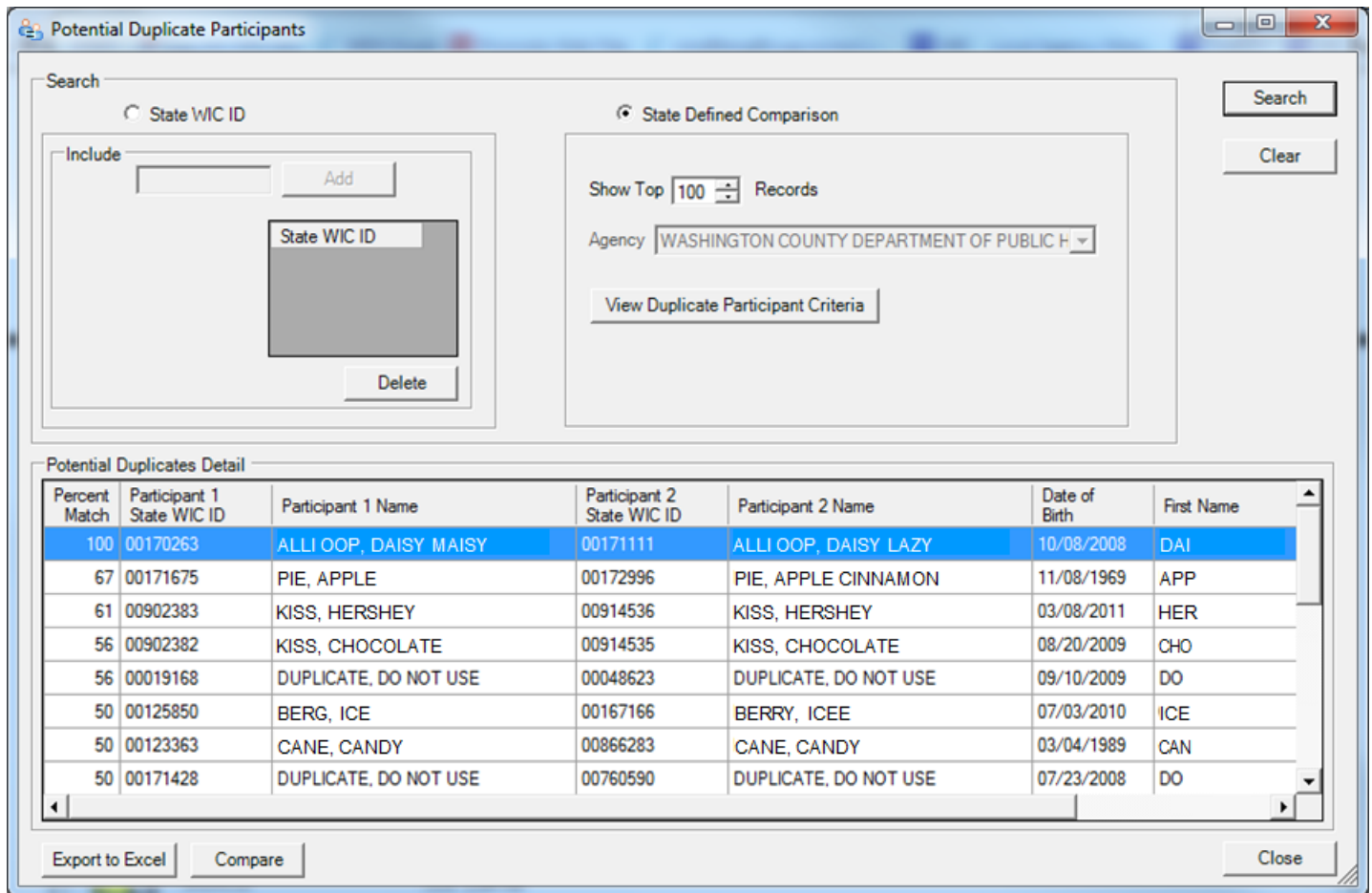
The additional columns that display to the right of the **Participant 2 Name** column are the criteria used during the EOD process to identify duplicates.

Since the EOD list only provides duplicates if the first three letters of the first and last name match, if you have labeled a duplicate record "DO NOT USE" or "DUPLICATE", it may not display in the EOD list. In order to resolve these records, you may need to perform a search for records with these types of names that belong to your agency and match them based on birth date, gender, authorized reps, address, telephone, etc.

The **Export to Excel** button functions the same providing a list of that can be used to help determine which participant records are duplicates.

When there is more than one row, click on the desired row to highlight it then click on the **Compare** button to view and compare more information for those records.

For potential duplicates identified during EOD, the **User (BATCHUSER)** and the **Date** (date and time EOD ran creating the potential duplicate records list) default display in the **Resolve Duplicates** section.

Compare Potential Duplicate Participants

Potential Duplicates

Criterion	Participant 1 State WIC ID 00125850	Participant 2 State WIC ID 00167166
Date of Birth	07/03/2010	07/03/2010
First Name	ICE	ICEE
Middle Initial		A
Last Name	BERG	BERRY
Address	123 POLAR BEAR DRIVE	123 YUMMY TREAT LANE
City	BLOOMINGTON	COTTAGE GROVE
State	MN	MN
ZIP	554310000	550160000
Telephone 1	612-123-4567	651-987-6543
Telephone 2		
Race	White; Not Hispanic or Latino	White; Not Hispanic or Latino
Ethnicity	Not Hispanic or Latino	Not Hispanic or Latino
Last Cet Eff Date	02/15/2012	09/06/2012
Last LDTU		
Agency	88	451 - WASHINGTON COUNTY DEPARTMENT O...
Clinic	88 - 88 - PURGE	167 - 167 - COTTAGE GROVE SERVICE CENTER
Household ID	12304688	10600725
Gender	Male	Male

Resolve Duplicates

○ Keep 00125850 active and label 00167166 as a duplicate

○ Keep 00167166 active and label 00125850 as a duplicate

○ Participants are not duplicates

User BATCHUSER

Date 12/18/2013 9:01AM

OK   Cancel

If two records are identified as potential duplicates by EOD, we can indicate they are **not duplicates** so that they no longer display on this report.

In the example above, once we have ascertained these are two distinct individual records, we can select the **Participants are not duplicates** radio button and click the **OK** button.

Resolve Duplicates

○ Keep 00125850 active and label 00167166 as a duplicate

○ Keep 00167166 active and label 00125850 as a duplicate

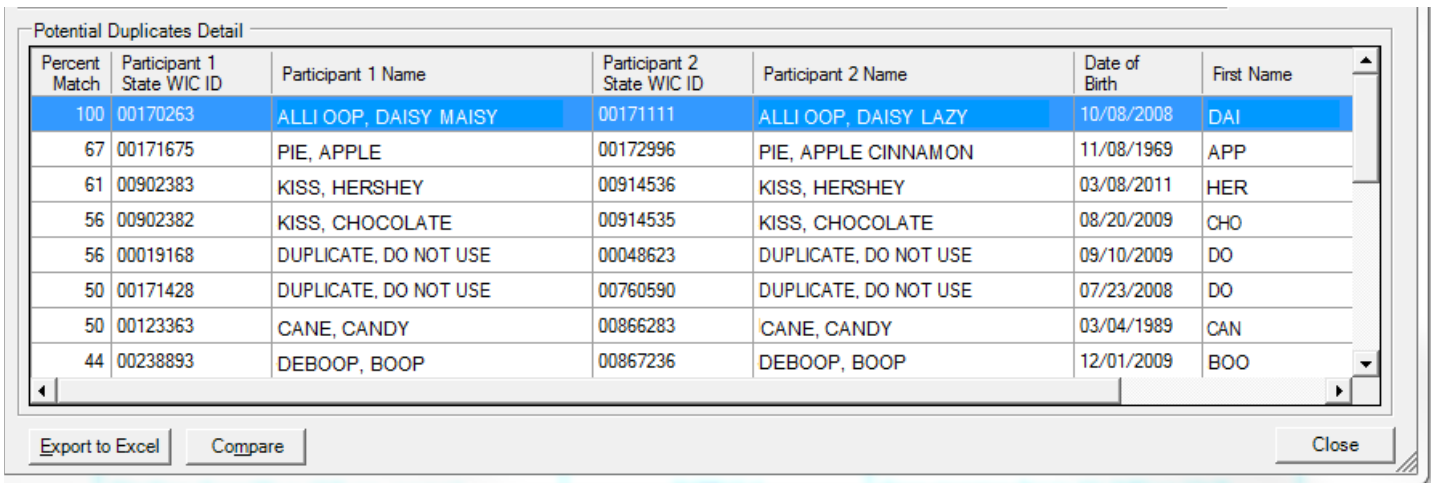◉ Participants are not duplicates

User BATCHUSER

Date 12/18/2013 9:01AM

OK   Cancel

A validation message will display to verify these records are not duplicates. Clicking the **No** or **Cancel** button returns the focus to the **Compare Potential Duplicate Participants** screen. Clicking the **Yes** button saves the change and returns the focus to the **Potential Duplicate Participants** screen.
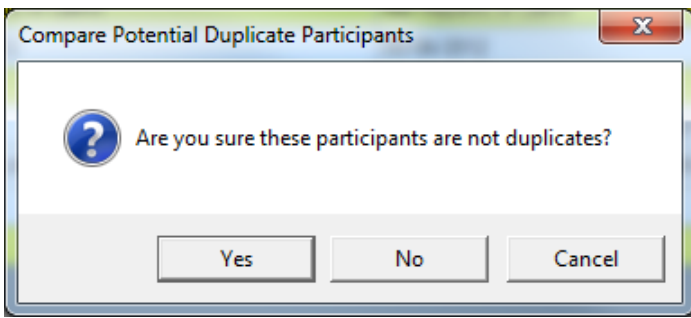
Clicking the **Search** button again, refreshes the screen and removes the non-duplicate records from the list.

Percent Match	Participant 1 State WIC ID	Participant 1 Name	Participant 2 State WIC ID	Participant 2 Name	Date of Birth	First Name
100	00170263	ALLI OOP, DAISY MAISY	00171111	ALLI OOP, DAISY LAZY	10/08/2008	DAI
67	00171675	PIE, APPLE	00172996	PIE, APPLE CINNAMON	11/08/1969	APP
61	00902383	KISS, HERSHEY	00914536	KISS, HERSHEY	03/08/2011	HER
56	00902382	KISS, CHOCOLATE	00914535	KISS, CHOCOLATE	08/20/2009	CHO
56	00019168	DUPLICATE, DO NOT USE	00048623	DUPLICATE, DO NOT USE	09/10/2009	DO
50	00171428	DUPLICATE, DO NOT USE	00760590	DUPLICATE, DO NOT USE	07/23/2008	DO
50	00123363	CANE, CANDY	00866283	CANE, CANDY	03/04/1989	CAN
44	00238893	DEBOOP, BOOP	00867236	DEBOOP, BOOP	12/01/2009	BOO

Export to Excel   Compare   Close

Again, the **Search by State WIC ID** function can be used to both verify and **Undo** the change if necessary.
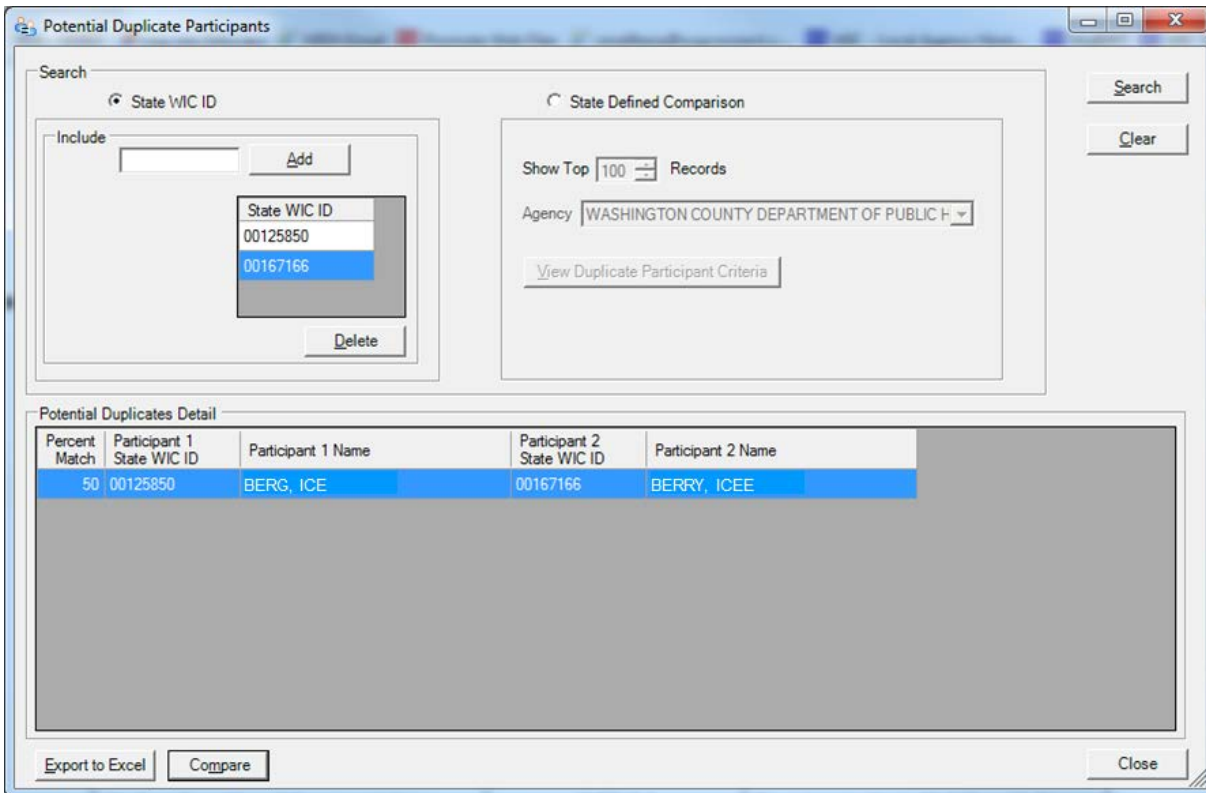
In the **Compare Potential Duplicate Participants** screen, the system:

- Adds the **Undo** checkbox in case the resolution needs to be reversed;

- The **Participants are not duplicates** radio button was selected for these participants;

- The **User** logged into HuBERT when this resolution was performed; and

- The **Date** and time the function was completed.

NOTE: "Weight Gained range Is -97 to 98" Message for Converted Records.

There may be duplicate records that exist for converted records. Some converted records require updates to missing Health Information for pregnant women.

If the **Weight Gained range is -97 to 98** message displays when trying to resolve duplicates, please complete the **Pregnancy Documentation Spreadsheet** available at:

http://www.health.state.mn.us/divs/fh/wic/localagency/infosystem/hubert/info/pregnancy.xls

This message will typically display for a record that has a **Last Cet Eff Date prior to the HuBERT Roll-Out** (2010-2011). Email this information to the Minnesota Help Desk at mnhelpdesk@csc.com. They will need to run a SQL script to update the missing Health Information. Once this has been completed, you can resolve the duplicate records.