

Dialing the Dead?

Even the most advanced health systems face a quiet but significant challenge: ensuring that death information is accurate, timely, and reflected across the workflows that depend on it.

When mortality data is incomplete or delayed, the impact extends far beyond records—affecting patient families, clinicians, and operational teams alike. Conversely, when death data is fully validated and seamlessly integrated, it becomes a powerful enabler of compassionate, efficient, and clinically focused care.

The following case study illustrates how one organization addressed this challenge and the meaningful impact it has had across clinical, operational, and human dimensions of care.



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Lydia Rodriguez

Desert Regional Medical Center

Integrating Accurate Death Audit Data: Protecting Dignity, Capacity, and Care

Why it Matters

Integrating fully validated death records into our clinical and operational systems has been one of the most meaningful improvements we've made. It reduces avoidable harm, eliminates unnecessary work, and ensures our teams can focus on caring for living patients—especially during life's most sensitive moments.

What This Means for Clinicians

- Fewer inappropriate outreaches and alerts, reducing emotional distress for families and staff
- Fewer interruptions and chart cleanups, so clinicians spend less time correcting records
- More time practicing at the top of license, focused on clinical decision-making, patient counseling, and care coordination
- Reduced burnout risk, by removing non-clinical tasks that don't require licensed expertise

What This Means for Operations and Finance

- Reduced wasted work across scheduling, outreach, revenue cycle, HIM, and care coordination
- Reclaimed clinical capacity, including nurses, navigators, and physicians
- Improved access to care, with cleaner scheduling pipelines and fewer unused appointment slots from no-shows
- Strong governance and compliance, with consistent EMR updates and clearer archival triggers



The lesson from our experience is simple: when death records are accurate, validated, and integrated into the workflows that depend on them, the entire system becomes more humane and effective. We've seen the impact in metrics, in reduced staff burden, and in the subtle but profound difference it makes for families. Clinicians can spend more time doing what only they can do—caring for patients. For health systems trying to do more with limited capacity while elevating compassion, this has been one of the most successful changes we've made, and I strongly encourage other clinical and operations leaders to consider it."

Lydia Rodriguez

Clinician Leader, Cancer Coordination Specialist, Desert Regional Medical Center operated by Tenet Healthcare

Focused on What Matters Most

Accurate, validated death data is foundational infrastructure. When it flows reliably into the workflows that depend on it, the health system becomes more efficient, more compassionate, and better aligned with real life—protecting dignity while directing scarce clinical resources where they matter most: our patients, not phantom paperwork.

See What Accurate Mortality Data Can Unlock—and Focus on Patients Who Are Still Here to Take the Call

Clinician teams everywhere are being asked to do more with limited resources—while improving both experience and outcomes. As this example demonstrates, integrating validated death data is a practical, high-impact step toward achieving those goals.

If you're evaluating ways to reduce administrative burden, improve data integrity, or better align care delivery with real-world events, this is an opportunity worth exploring.

Start a conversation to learn how this approach could fit within your clinical and operational workflows.



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