

Cone HealthLink 2017 Upgrade: Patient Demographics



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The Network for Exceptional Care

Collecting Patient Demographics Supports Our Culture



Collecting Patient Demographics: Who?

- Center for Disease Control (CDC)
- Centers for Medicare and Medicaid Services (CMS)
- Department of Health and Human Services (DHHS)
- Joint Commission

Collecting Patient Demographics: Why?

- Inform treatment and track information about certain diseases
- Create awareness about health disparities
- Evaluate factors contributing to patient outcomes
- Avoid inadvertently discriminating against a patient
- Determine interpreter needs



Patient Protections &



Communication • Accountability
Respect • Empowerment

Respect- I will assume the best of intentions and embrace differences

Cone Health complies with all Federal civil rights laws and does not discriminate on the basis of the following:

Race - Color - National Origin - Age - Disability - Sex



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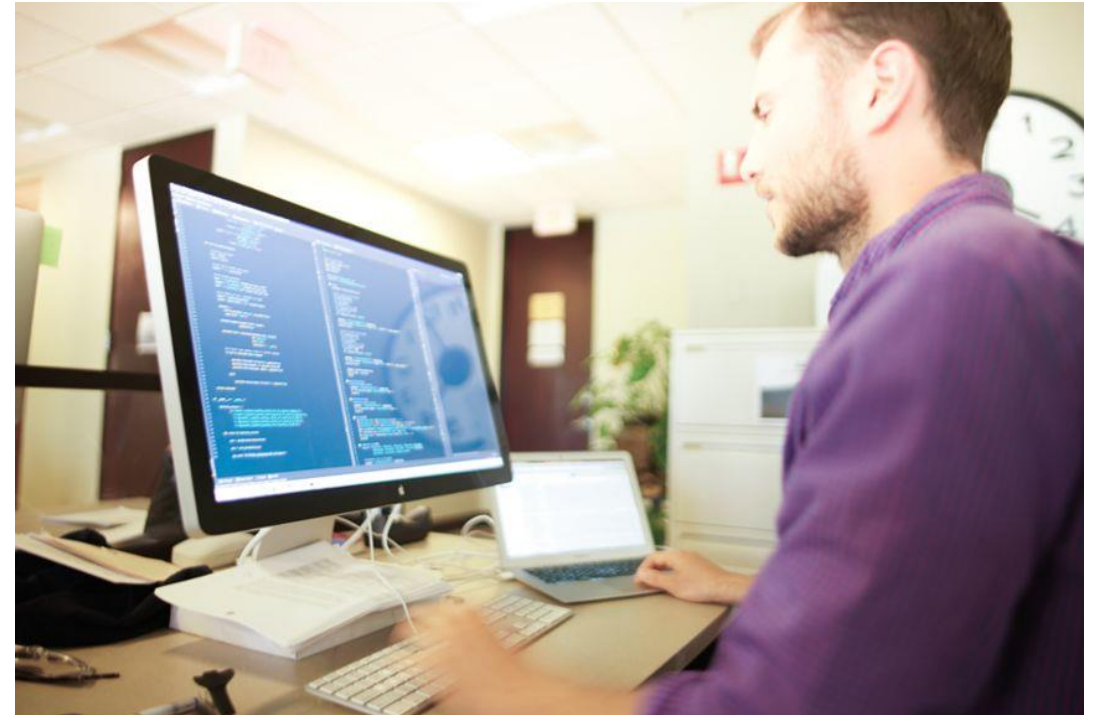
Protections and Expansions in 2016



- National Origin and Disabilities
- Sex Discrimination

New Demographic Fields

- Sex (at Birth)
- Gender Identity
- Preferred Name
- Sexual Orientation



Sex (at Birth)



This field is important to help us establish the sex at birth, as well as the legal sex and gender, in order to standardize the collection of this in the medical record.

Gender Identity

One's gender identity refers to the concept of self as male, female, a blend of both or neither. One's gender identity can be the same or different from their sex assigned at birth.

Terms frequently associated with gender identity are transgender, male-to-female; female-to-male and non-binary.

Preferred Name

Calling patients by their preferred name will demonstrate respect and help our patients feel more comfortable as they entrust themselves to our care.

In the past, we have captured this in various places, and this new field will provide us with a standard location to record the patient's preferred name.



Sexual Orientation

Sexual Orientation is defined as an emotional, romantic, or sexual attraction to other people. This new field will allow our clinical staff to collect this information in a standard location in the patient's medical record.

- **Lesbian**: A woman who is emotionally, romantically or sexually attracted to other women.
- **Gay**: A person who is emotionally, romantically or sexually attracted to members of the same gender.
- **Bisexual**: A person emotionally, romantically or sexually attracted to more than one sex, gender or gender identity though not necessarily simultaneously, in the same way or to the same degree.
- **Transgender**: An umbrella term for people whose gender identity and/or expression is different from cultural expectations based on the sex they were assigned at birth.

LGBT Healthcare

LGBT patients nationally face barriers in care:

- Refused needed care
- Health care professionals refusing to touch them
- Health care professionals using harsh or abusive language
- Blamed for their health status

LGB Discrimination

56%

Transgender Discrimination

70%



Cone Health is proud to be a national leader in LGBT healthcare.

In Registration Workflows

Registration will
collect Gender
Identity

Demographics

Patient Demographics

Name: Edminor Test SSN: xxx-xx-8888

Sex: Female Birth date: 4/5/2013 Aliases: 1

1-Permanent Address **2-Temporary Address** **3-Confidential Address**

Address: 12 Water St

City (or ZIP): GREENSBORO

State: NC ZIP: 27408

County: GUILFORD

Country: United States of America

Contact information:

Number Type	Number
1 Home Phone	336-665-5585
2 Work Phone	
3 Mobile	

Email: Patient is a Minor

Comments:

General Information

Needs interpreter? No Preferred language: Sign Language

Marital status: Single Religion: Catholic

Ethnicity: Not Hispanic or Latino Gender identity: [Yellow Highlighted Field]

Race: 1 White or Caucasian Patient type(s): 1

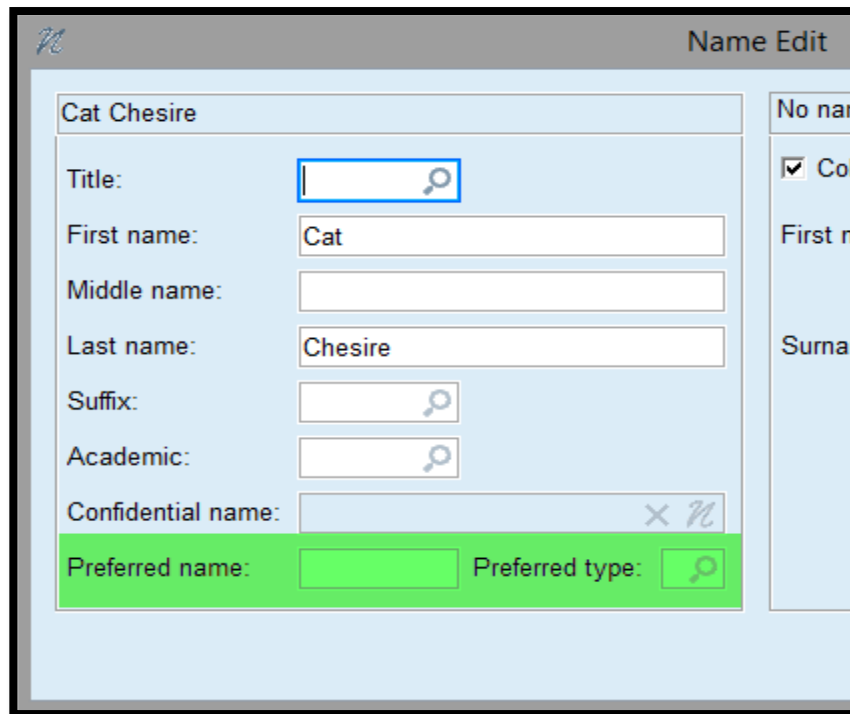
2 THN Eligible: Active?

Date/Time	User	Summary

Report New Note Accept Cancel

Updating Preferred Name

Registration View



The Registration View Name Edit form displays the current name 'Cat Chesire' at the top. Below this, there are input fields for Title, First name (Cat), Middle name, Last name (Chesire), Suffix, Academic, Confidential name, and Preferred name. The Preferred name field is highlighted in green. To the right of the form, there are checkboxes for 'No name' and 'Co', and labels for 'First name' and 'Surname'. The Preferred type field is also highlighted in green.

Name Edit

Cat Chesire

Title: []

First name: Cat

Middle name: []

Last name: Chesire

Suffix: []

Academic: []

Confidential name: []

Preferred name: [] Preferred type: []

No name []

Co []

First name []

Surname []

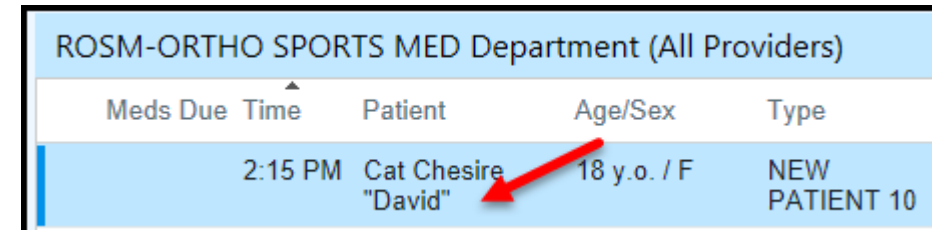
Clinical View



The Clinical View Patient Demographics section shows the patient's name as 'Cat Chesire "David"' in a text box. A small icon is visible to the right of the text box.

Patient Demographics

Name: Cat Chesire "David" []



The Clinical View ROSM-ORTHO SPORTS MED Department (All Providers) table displays patient information. A red arrow points to the 'Patient' column, specifically to the entry 'Cat Chesire "David"'. The table has columns for Meds Due Time, Patient, Age/Sex, and Type.

Meds Due Time	Patient	Age/Sex	Type
2:15 PM	Cat Chesire "David"	18 y.o. / F	NEW PATIENT 10

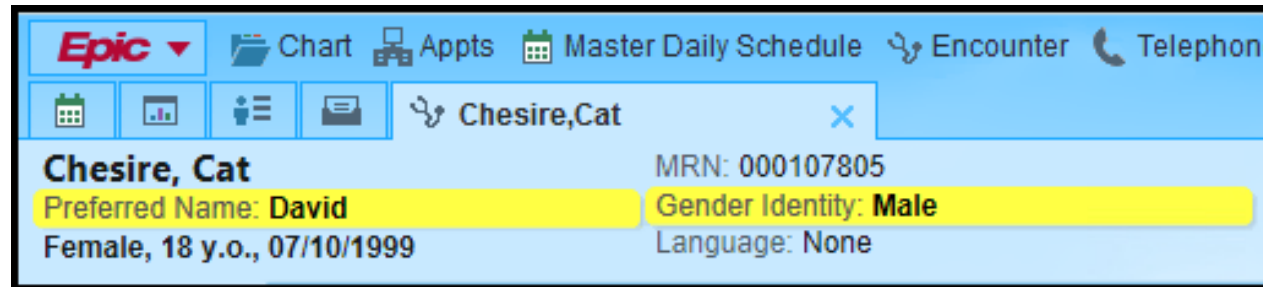
**Clinical Intake
will collect
Sexual
Orientation
and Organ
Inventory**



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New Patient Header

Preferred Name and Gender Identity will display in the patient header.



The screenshot shows the Epic patient header for a patient named Cat Chesire. The header is displayed in a light blue box with a black border. At the top, there is a navigation bar with icons for Chart, Appts, Master Daily Schedule, Encounter, and Telephone. Below this, the patient's name 'Chesire, Cat' is displayed in a larger font. To the right of the name is the MRN: 000107805. Below the name, the preferred name 'David' is highlighted in yellow, and the gender identity 'Male' is also highlighted in yellow. The text 'Female, 18 y.o., 07/10/1999' is displayed below the preferred name, and 'Language: None' is displayed below the gender identity.

Epic		Chart	Appts	Master Daily Schedule	Encounter	Telephone
Chesire, Cat						
Chesire, Cat				MRN: 000107805		
Preferred Name: David				Gender Identity: Male		
Female, 18 y.o., 07/10/1999				Language: None		

How we ask matters...

"Please provide your
sex at birth."

**Patients
First**

"Please provide
your gender
identity, if different
today."

"Do you
prefer an
interpreter?"

"Which category
best describes
your race?"



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Practicing iCARE

Communication • Accountability
Respect • Empowerment

Communication: I will create and engage in conversations of possibility.

Accountability: I will honor my word.

Respect: I will assume the best of intentions and embrace differences.

Empowerment: I will own it, solve it, and celebrate it!