Cone HealthLink 2017 Upgrade:

Patient Demographics

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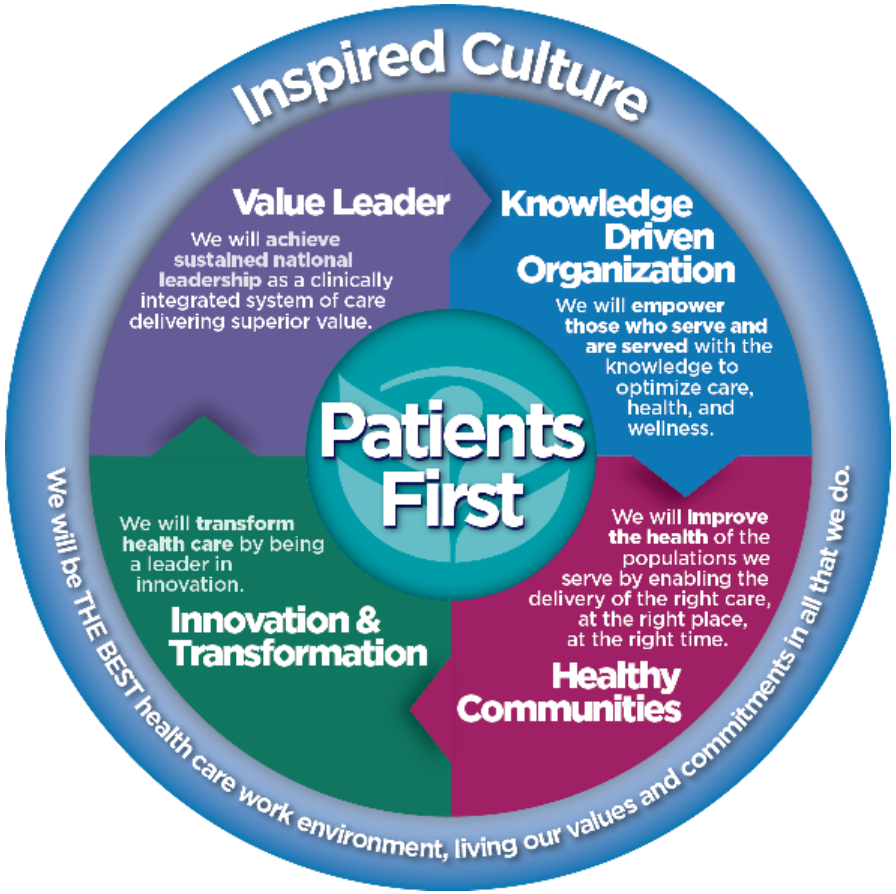
Collecting Patient Demographics Supports Our Culture



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Purpose: Together, we create unsurpassed health care experiences.

Intent: We are the leader in delivering integrated, innovative health care.

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

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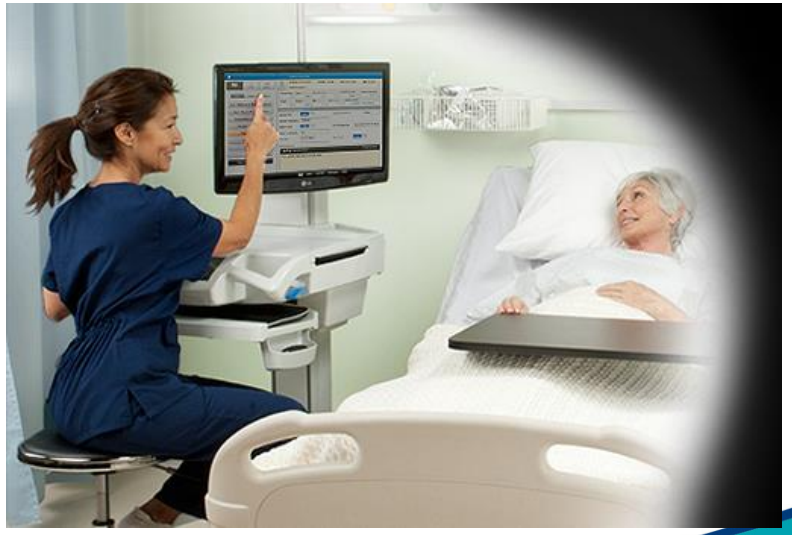
Collecting Patient Demographics: Why?

- 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



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Patient Protections &

iCARE
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

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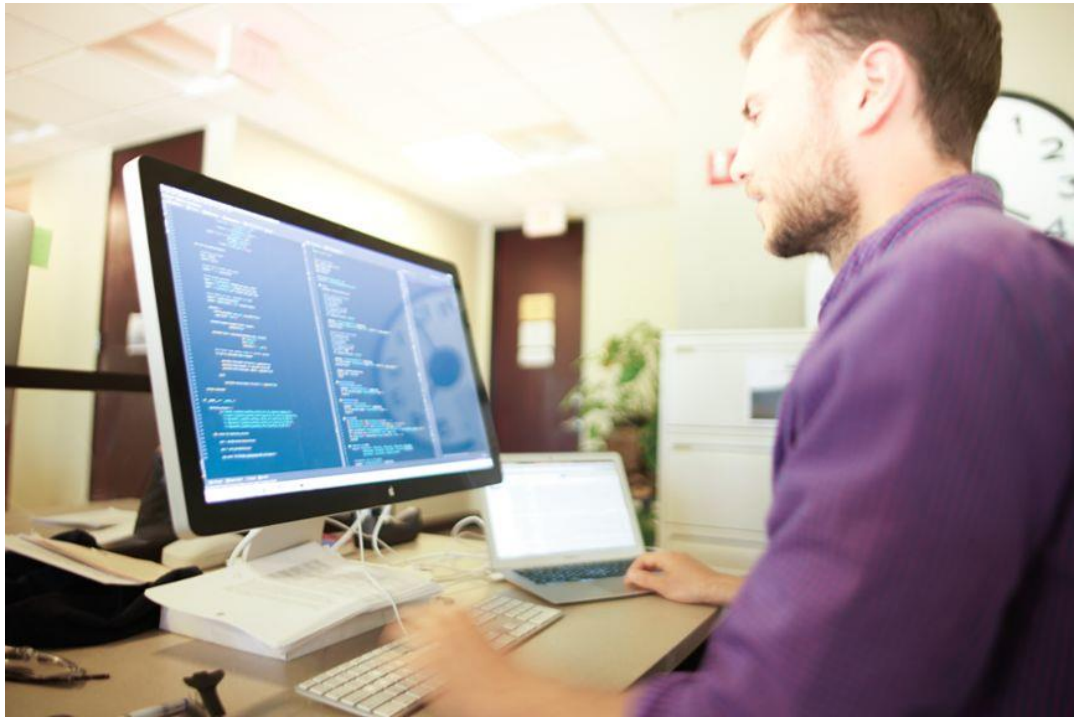
New Demographic Fields

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



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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.

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(HRC, 2017)

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.

(HRC, 2017)

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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.

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(HRC, 2017)

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	Transgender Discrimination
56%	70%

HUMAN RIGHTS CAMPAIGN FOUNDATION 2017 LEADER IN LGBTQ HEALTHCARE EQUALITY HEALTHCARE EQUALITY INDEX™

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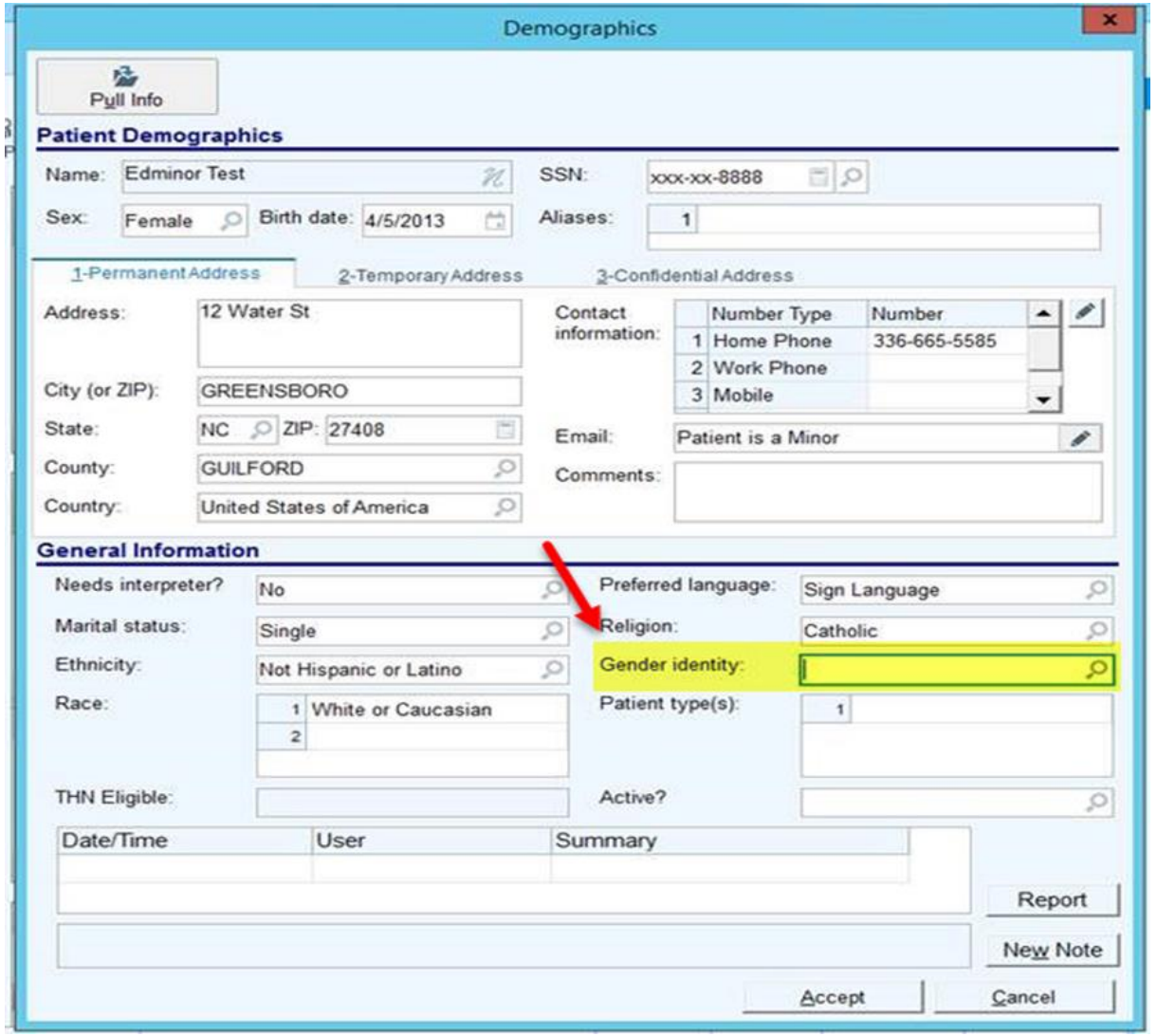
Cone Health is proud to be a national leader in LGBT healthcare.

In Registration Workflows

Registration will collect Gender Identity



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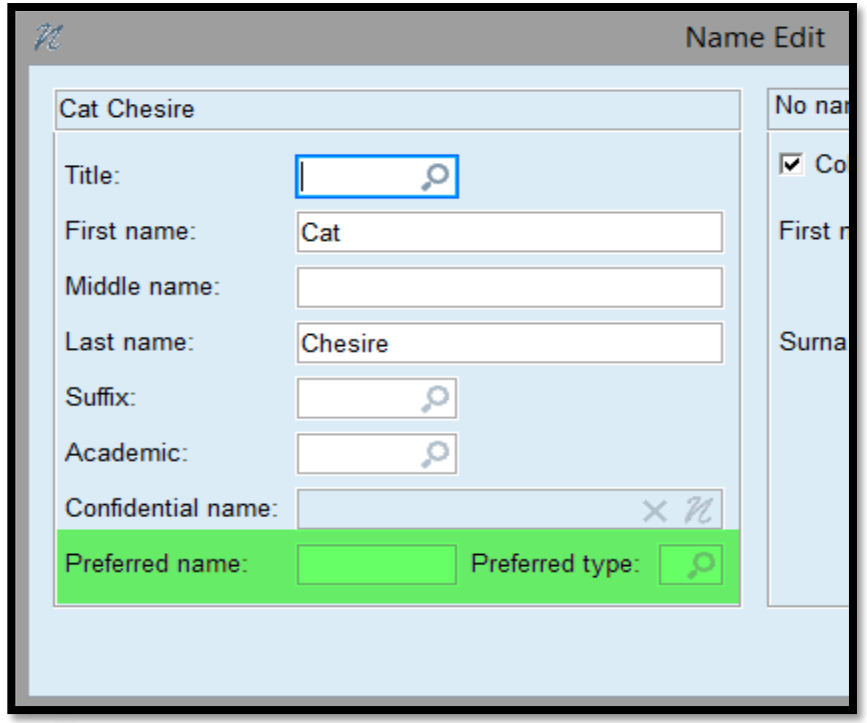
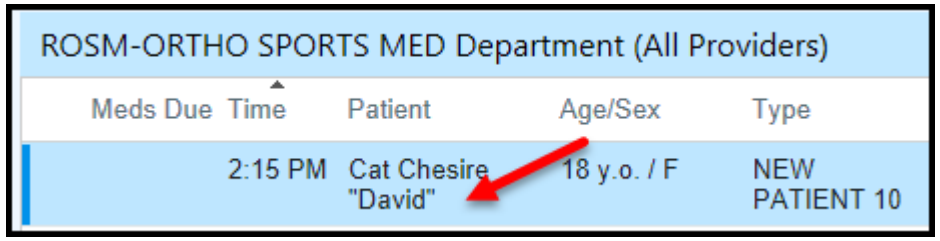
Updating Preferred Name

Registration View



Clinical View



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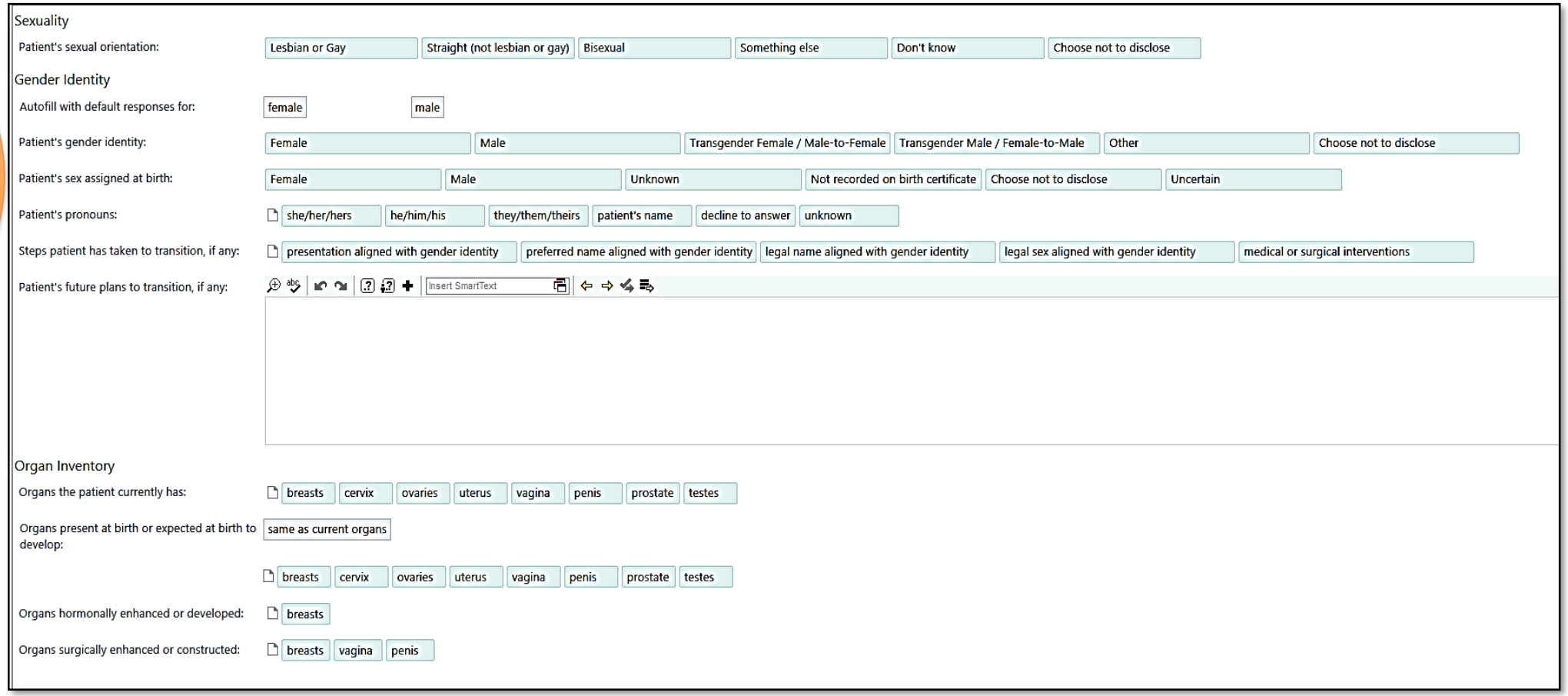
In Clinical Workflows

Clinical Intake will collect Sexual Orientation and Organ Inventory



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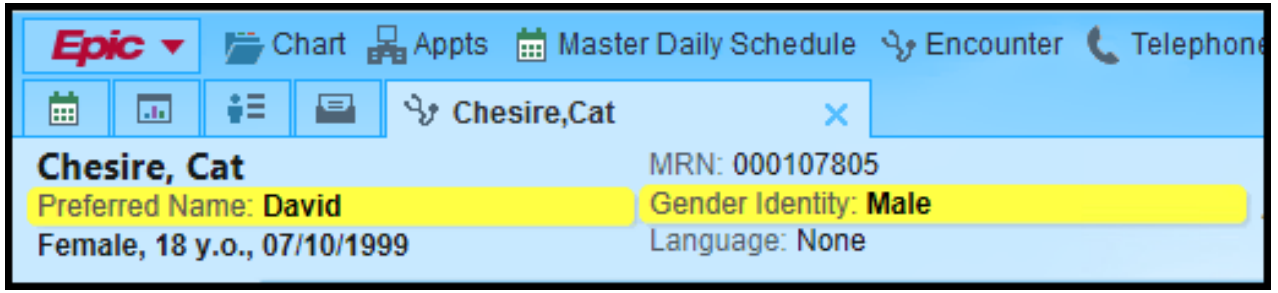
New Patient Header

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



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How we ask matters…

"Please provide your sex at birth."

"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!

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