

# Cone HealthLink 2017 Upgrade: Patient Demographics



# Collecting Patient Demographics Supports Our Culture



**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

# 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 &



**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

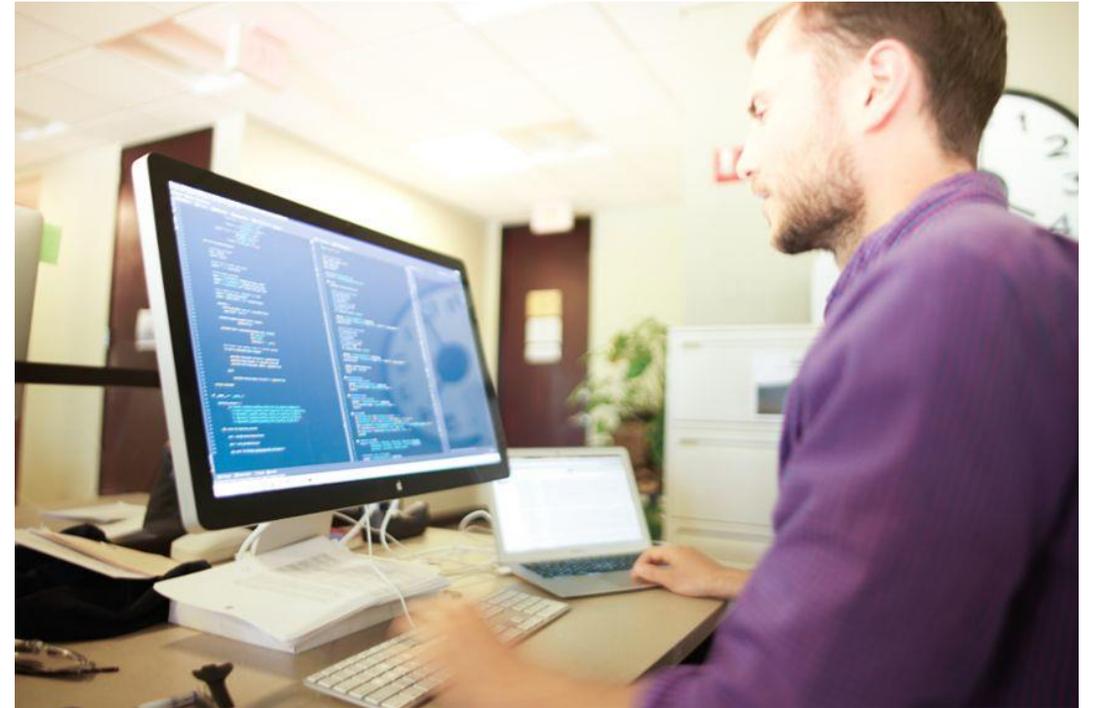
# Protections and Expansions in 2016



- 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.

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## 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.

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- **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]

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

THN Eligible: Active?

Date/Time	User	Summary

Report New Note Accept Cancel

# Updating Preferred Name

## Registration View

**Name Edit**

Cat Chesire

No name

Confidential

First name

Surname

Title:

First name:

Middle name:

Last name:

Suffix:

Academic:

Confidential name:

Preferred name:  Preferred type:

## Clinical View

**Patient Demographics**

Name:

ROSM-ORTHO SPORTS MED Department (All Providers)

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

# In Clinical Workflows

Clinical Intake  
will collect  
Sexual  
Orientation  
and Organ  
Inventory

**Sexuality**  
Patient's sexual orientation:

**Gender Identity**  
Autofill with default responses for:

Patient's gender identity:

Patient's sex assigned at birth:

Patient's pronouns:

Steps patient has taken to transition, if any:

Patient's future plans to transition, if any:

**Organ Inventory**  
Organs the patient currently has:

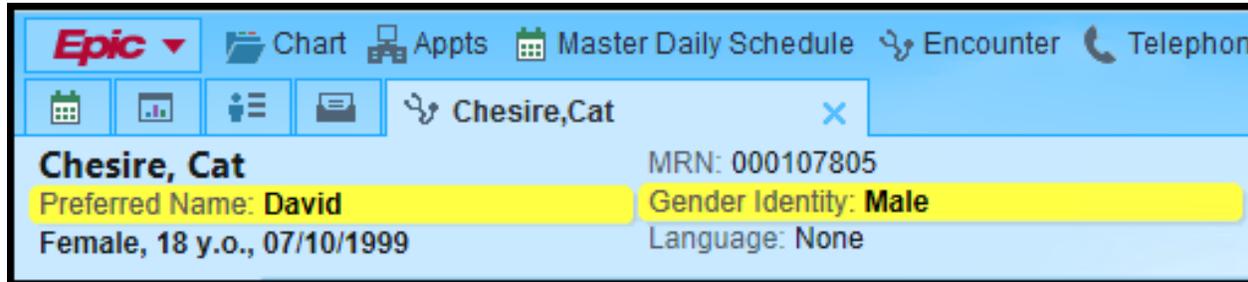
Organs present at birth or expected at birth to develop:

Organs hormonally enhanced or developed:

Organs surgically enhanced or constructed:

# 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 includes the Epic logo, navigation icons for Chart, Appts, Master Daily Schedule, Encounter, and Telephone, and a search bar containing 'Chesire,Cat'. The patient's name 'Chesire, Cat' and MRN '000107805' are displayed. The preferred name 'David' and gender identity 'Male' are highlighted in yellow. Other details include 'Female, 18 y.o., 07/10/1999' and 'Language: None'.

<b>Epic</b> ▾	Chart	Appts	Master Daily Schedule	Encounter	Telephone
Calendar	Bar Chart	Person	Envelope	Chesire,Cat	X
<b>Chesire, Cat</b>		MRN: 000107805			
Preferred Name: <b>David</b>		Gender Identity: <b>Male</b>			
Female, 18 y.o., 07/10/1999		Language: None			

# 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?"



# 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!