PPC 4: PATIENT SELF MANAGEMENT SUPPORT Element A: Documenting Communication Needs

<u>Item 1: Identify and display in the record the language preference of the</u> <u>patient and family</u>

| vestGen - Re | mote Desktop | | | | | | - |
|---|--|----------|-------|---|-------|----------------|---|
| Edit Tailus Perports Admin | Window Help Window Help Window Help Window Help | | 2 🗾 (| 2 🔝 🛃 🚮 | Net S | S 2 | |
| | | | | Medical Recon | 1 | | |
| Balicot Informa | tion 37 | Enancial | | Onical Histop/Notes | 1.0 | Ercouries | |
| Address I Address I Country SS Number I Beth Date I Sec Famile Race HaptVritel | lar film Language Spanish | | | UDS Honelens Status: Not Hor Miguett Worker Status: Not A F Language Banie: Yes many Medical Dowsage: Public Housing Pri Care chool Based Hith Carrier: | | Patenfi Pictae | |
| Race, Hughrhate Religion, Englow, Penag Care Phys. Telephone & E Mail A& Phone Home Phone. Day Phone | Ungage Sparsh Diath Doceation | | 1 | Patient Status Patient Status: Active Pt Status Reason: Patient Comple Client Defined Housing Status: Not Hon Interpreter Required, Yes | | | |

Item 2: Assess both hearing and vision barriers to communication

As an organization we have agreed to post literacy, blindness and deafness as chronic problems on the problem list using the ICD 9 codes as indicated.

| | | • | 1 | • | Public Richory | PAG Apps. | |
|---|--------|---|--|---|-----------------------|--------------|---------------|
| Problem List Uses Tobacco? Cur Last Asked? /// Chronic Problem Add New Chronic Prob Address Chronic Prob | List | | C Evened C Former C Former C Former C Former C Evened C Evened | oobtainable en click the buth and pick 'Delete' | on to copy to Chronic | BGYN History | |
| Chronic Problem | Code | | Disease | Status | Year Dx | Comment | R Medicat |
| Cirrhosis, NOS | 571.5 | | Cesarean, previous, antepartu | ath I | | | |
| Multiple sclerosis | 340 | | | | | | - Im Chro |
| Hearing loss, unspec. | 389.9 | | 1 | | | | Historie |
| Patient Unable To Read | 315.01 | | | | | | - 📃 Telepho |
| Blindhess, legal, USA rivrinition | 369.4 | - | . | | | | ► KH 12/29/09 |

By using the ICD9 codes, we can pull these communication barriers to the patient Chart Summary which is the document we use to assure complete transfer of information when the patient seeks care outside the organization.

| | | Pediatric Cl Specialty Famil | rt Summary hart Summary Template Set y Practice DME | | Patient: A Date of E Age: 94 Years Sex: F | |
|----------------|-----------|------------------------------------|---|----------------------|--|---|
| fisit History | | | | | Chronic Problems | Allergies |
| Incounter Date | Specialty | Physician | Visit Type | Chiefcomplaint1 | Chronic Problem | Allergy |
| 1/10/2008 | BH | | Office Visit | Geriatric Group Visi | Blindness, legal, USA defir | PENICILLINS |
| 2/01/2008 | FP | | Chart Update | cournadin | Patient Unable To Read | TOLTERODINE TARTRATE |
| 2/17/2008 | FP | | Adult Acute Visit | sore throat | Hearing loss, unspec. | ASPIRIN |
| 1/07/2009 | FP | | Chart Update | asthma | Multiple sclerosis | 200 000 000 000 000 000 000 000 000 000 |
| | 1000 | | Chart Hudata | - I ment | Cirrhosis, NOS | |
| 12/03/2009 | FP | | Chart Update | ك | Cirmusis, NOS | |

To manage these patients as a population we can run the report of patients with blindness. Below is a report run with the name filtered out but which displays the patients in our practice who have vision or hearing problems.

| Patient | t | | |
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| 2007 | 2252 VIN 1005 500- | ANN PERMIT AND AN | |
| e Zip | kd%m Code | • Diagnosis.Desc. • | |
| 33 | 309.9 | HEARING LOSS NOS | |
| 40 | 389.9 | HEARINO LOSS NOS | |
| 21 | 369 | BUNDNESS AND LOW VISION | |
| 41 | 389.9 | HEARING LOSS NOS | |
| 64 | 389.9 | HEARING LOSS NOS | |
| 27 | 369.4 | LEGAL BUNDNESS-USA DEF | |
| 21 | 389.9 | HEARINO LOSS NOS | |
| 22 | 309.9 | HEARING LO. KOS | |
| 63 | 389.9 | HEARINO LOSS NOS | |
| 29 | 309.9 | HEARING LOSS NOS | |
| 29 | 389.9 | HEARING LOSS NOS | |
| 29 | 389.9 | HEARING LOSS NOS | |
| 60 | 369 | BUNONESS AND LOW VISION | |
| 30 | 369 | BLINDNESS AND LOW VISION | |
| 29 | 309.9 | HEARING LOSS NOS | |
| 33 | 389.9 | HEARINO LOSS NOS | |
| 04 | 369 | BUNDNESS AND LOW VISION | |
| 65 | 389.9 | HEARING LOSS NOS | |
| 02 | 389.9 | HEARING LOSS NOS | |
| 30 | 389.9 | HEARING LOSS NOS | |
| 19 | 389.9 | HEARINO LOSS NOS | |
| 60 | 309.9 | HEARING LOSS NOS | |
| 06 | 399.9 | HEARINO LOSS NOS | |
| 21 | 369 | BLINDNESS AND LOW VISION | |
| 31 | 389.9 | HEARINO LOSS NOS | |
| 20 | 389.9 | HEARING LOSS NOS | |
| 05 | 389.9 | HEARINO LOSS NOS | |
| 33 | 309.9 | HEARING LOSS NOS | |
| 20 | 309.9 | HEARING LOSS NOS | |
| 21 | 369 | BUNDNESS AND LOW VISION | |
| 21 | 369.9 | HEARING LOSS NOS | |
| 09 | 389.9 | HEARING LOSS NOS | |
| 21 | 309.9 | HEARING LOSS NOS | |