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

Item 1: Identify and display in the record the language preference of the patient and family

We have our EMR **require** an answer in the field of "Language Best Served In". Staff must complete this field in order to advance to the next screen.

Patient Administration for	(Patient Number:)				
Demographics Insurance Additional Pa	stient Data Related Accounts Cont	acts/Comm	nications Not	es Accou	nt Status: NON	E EXIST
Information Required for Claims		Sc	anned Docum	ents:		
Maritak SINGLE	Patient Employment: PART-TIM	E T	Date	Title		Scan
Stydent: NOT IN SCHOOL	Spouse Employment	-1	05/07/10		10	View
Ist Visit 12/08/2006 THospice P	atient Date of Death:		12/12/06	HIPAA		1.2.2.
						Picture
Beferral Source:			4		2	Pediatric Details
Primary Care Physician:			_			2
	DISPENSARY	Patient's Em	ployer:		ļ	<u></u>
Language Best Served In SPANISH	<u> </u>			Race	41	
Housing Status: NOT HOM	ELESS	Et	hnicity: HISPA	NIC/LATINO		*
Agricultural Status: NOT AGR	ICULTURAL WORKER	V	eteran: NO			-
Iser-Defined Data Fields:	F.110				0	
AFFIDAVIT SIGNED IF OVER 18	Field Name			Valk	10	
HIPAA SIGNATURE	1.0.			YES		
ID SCANNED IF OVER 18				NO		
1						<u>)</u>
mographics Last Modified: 10/24/200	18 By: C/			1	r save	1 100
Modified From Portal:			Apply	Save	⊆lear	Close

We have marked language as a "required field" in our EMR and users must answer this before going on.

	onal Patient Data Related Accounts Contacts	Scanned Docum	1000	
nformation Required for Claims Marital: MARRIED	Patient Employment: NONE		Title	
		Date 04/30/09	INSURANCE CARD	-
tudent FULL-TIME	 Spouse Employment FULL-TIME 	12/17/07	and and the second s	
st Visit 01/09/2008 THos	pice Patient Date of Death	02/02/07	PATIENT PICTURE baby - INS. CARD	
D.(02/02/01	Duby Into. CAILO	•
<u>R</u> eferral Source:		1	1.	+
rimary Care Physician:		Local count		_
Pharmacy:	PHARMACY Pati	ient's Employer.		
Language Best Served In:	×	ſ	Race	
Housing St Additio				
Agricultural St	nal Patient Data			2
Iser-Defined Data Fiel				
	Language User Best Served In is required	and must be completed	berore this patient can	be saved
AFFIDAVIT SIGN				

Our ad hoc reporting system allows us to query the number and percentage of patients who prefer another language. English is our majority and Spanish second in ranking.

Language Best Served In

Patients with Visits 10/01/2009 - 09/30/2010

Language Best Served In	Patient Count	Percentage
ENGLISH	5,457	88.39 %
FRENCH	4	0.06 %
GERMAN	1	0.02 %
OTHER	9	0.15 %
SPANISH	703	11.39 %
Total:	6,174	100.00 %

Item 2: Access both hearing and vision barriers to communications

We use a medcin form to prompt providers and staff to access patients for preferred education styles, educational barriers, hearing, vision, language, literacy, cultural, mental health, religious, financial or other barriers.

EDUCATIONAL STYLE AND BARRIERS:		EDUCATIONAL BARRIERS		MH / CULTURAL / OTHER:	
Unremarkable		Hearing	Y	Cognitive / Mental Status	Y
Preferred Learning Style		HEARING:		COGNITIVE / MENTAL STATUS: Comments:	A
Preferred Learning Style: (Please check as many as apply)	<u> </u>	Hearing Aid: Right Left Both			-
One on One		Hearing Impaired: Right Left Both	-	Environmental / Mental Health	\mathbf{Y}
Group		Vision	Y	ENVIRONMENTAL / MENTAL HEALTH: Comments:	-
Written Visual		VISION:			-
Video		Corrected With: Glasses Contacts Impaired Despite		Cultural / Religious	Y
No Preference		Correction:Not Corrected Blind	~	CULTURAL / RELIGIOUS: Comments:	
	<u>~</u>	Language	Y		~
		LANGUAGE: English Not First Language, First Language Is:		Other (e.g. Financial)	Y
		l harren		OTHER (e.g. Financial):	A
		Literacy LITERACY:			7
		Literacy Level:			
		Τ			