

Patient Demographic Data Collection

Aliados Health Promising Practice

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PROMISING PRACTICE OVERVIEW

Alliance Medical Center has a comprehensive process that aims to produce complete data on key demographic data elements from their patient population. AMC trains staff on the importance and use of demographic data to staff and relays that information to patients. Additionally, they utilize their E.H.R. system to efficiently identify patients with missing demographic data elements who have upcoming appointments to ensure that information is gathered before their appointment during check-in. UDS 2022 data shows their process has been successful in reducing the level of missing / unreported data:

5 Key Demographic Data Elements	Percentage of patient population with chose not to disclose / unreported / unknown
RACE	1.7%
ETHNICITY	9.2%
SEXUAL ORIENTATION	0.4%
GENDER IDENTITY	0.0%
FEDERAL POVERTY LEVEL	0.1%

AIM

1. Collect and document patient demographic data to ensure completeness
2. Continuously evaluate demographic data collection workflows to identify areas of improvement
3. Emphasize importance of collecting demographic data to staff and patients through front desk staff trainings

UTILIZING E.H.R. SYSTEM TO IDENTIFY CARE GAPS

Alliance Medical Center utilizes two reports from their E.H.R. system OCHIN EPIC to identify patients with missing demographic data elements.

1. Upcoming Appointment Report
2. Patient Demographic Report (PDR)

These reports are merged at the beginning of each day and during care team huddles patients with missing demographic data are identified and front desk staff are alerted to get this information from the patient when they check in for their appointment. Health centers using OCHIN EPIC can utilize these reports to easily identify patients with missing demographic data that have appointments that day and create their own workflows to gather that information.

AMC SOGI DATA COLLECTION FORM

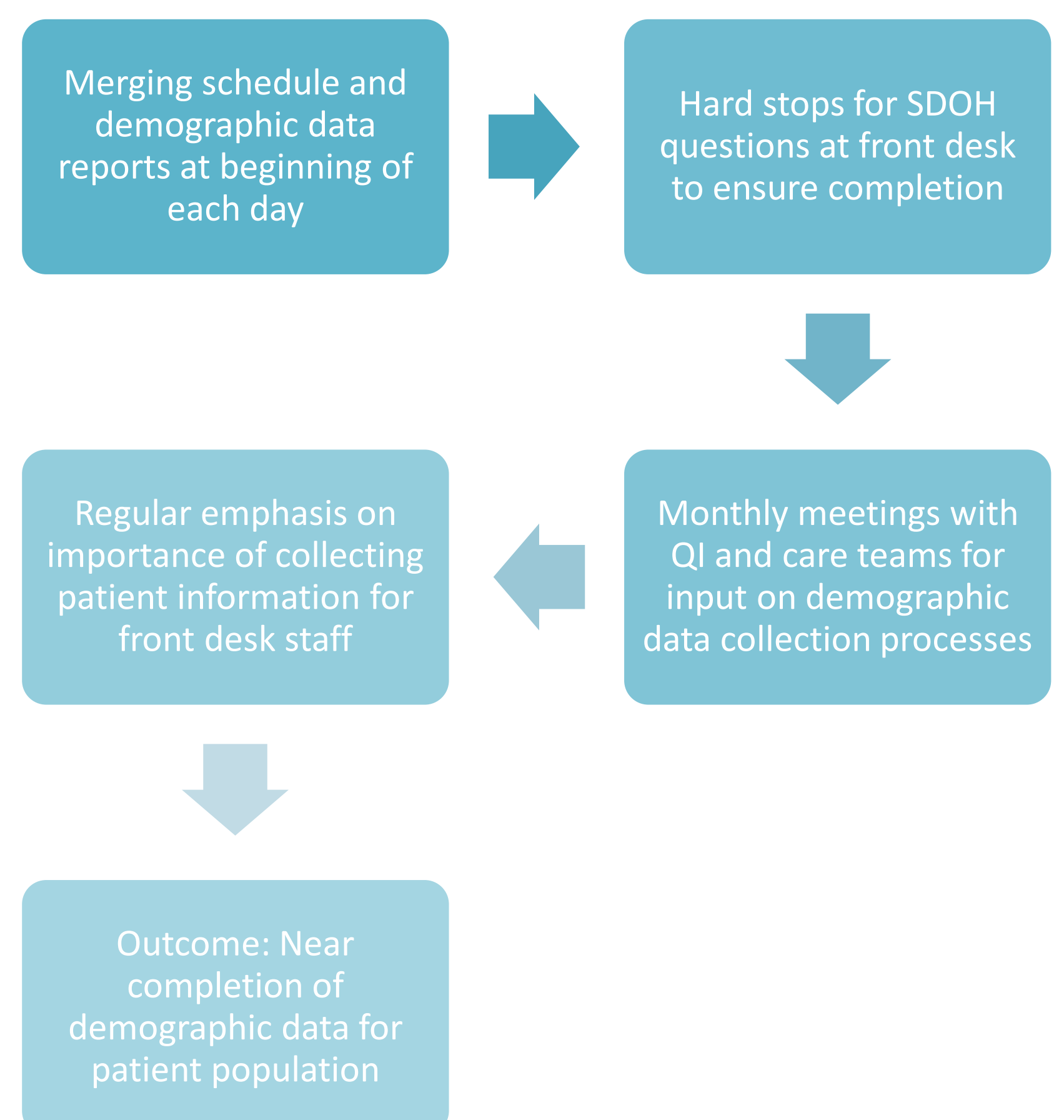
Allows for patient privacy when completing sensitive questions

<p><u>Gender Identity</u></p> <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Transgender Female/Male-to-Female <input type="checkbox"/> Transgender Male/Female-to-Male <input type="checkbox"/> Non-binary/genderqueer <input type="checkbox"/> Questioning <input type="checkbox"/> Two Spirit <input type="checkbox"/> Other: _____ <input type="checkbox"/> Choose not to disclose	<p><u>Sex assigned at birth</u></p> <input type="checkbox"/> Female <input type="checkbox"/> Male <input type="checkbox"/> Not recorded at birth <input type="checkbox"/> Intersex <input type="checkbox"/> Unknown <input type="checkbox"/> Choose not to disclose
<p><u>Sexual Orientation</u></p> <input type="checkbox"/> Straight or Heterosexual <input type="checkbox"/> Bisexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Pansexual <input type="checkbox"/> Queer <input type="checkbox"/> Omnisexual <input type="checkbox"/> Asexual <input type="checkbox"/> Something else <input type="checkbox"/> Don't know <input type="checkbox"/> Choose not to disclose	<p><u>Patient pronouns</u></p> <input type="checkbox"/> she/her/hers <input type="checkbox"/> he/him/his <input type="checkbox"/> they/them/theirs <input type="checkbox"/> ze/hir/hirs <input type="checkbox"/> ey/em/eirs <input type="checkbox"/> xe/xem/xyrs <input type="checkbox"/> ve/vir/vis <input type="checkbox"/> Other: _____ <input type="checkbox"/> Patient's name <input type="checkbox"/> Unknown <input type="checkbox"/> Decline to answer

ACTIONS TAKEN

The work towards improving demographic data quality and gathering complete information from patients is two-fold: clear communication with health center staff and patients of the use and importance of collecting this data and ensuring technology systems work to make the process of identifying missing data and collecting demographic data easier. Alliance Medical Center hosts regular meetings with QI staff to identify strategies to improve data collection processes and detect areas where improvement in data quality is needed. Additionally, AMC trains front desk staff on best practices about gathering information from patients. Their care team meets monthly to discuss what is working and needs improvement during the registration and check-in process. Not only does AMC meet to ensure the processes with collecting data are working and staff are comfortable asking patients sensitive questions, but also emphasize the importance of why this data is collected, what it is used for, and how it benefits the health center and staff. Finally, AMC uses their E.H.R. system to effectively identify patients with missing demographic data by merging two reports generated by EPIC at the start of each day for front desk staff. SDOH data is also categorized as hard stops in their E.H.R. system to make sure the data is collected before next steps in the registration or check-in process can continue. These strategies combined all ensure the levels of missing demographic data for their patient population remain low, as demonstrated by their 2022 UDS data.

KEY COMPONENTS



LESSONS LEARNED

Alliance Medical Center engages with staff and utilizes technology systems to create a comprehensive process that effectively gathers key demographic data elements from patients. Health centers using OCHIN EPIC can emulate their processes to identify patients with missing data and ensure that data is collected at their next appointment. All health centers can use their strategies for engaging with staff members to identify best practices for collecting demographic data from patients.



SOGI

We ask all of our patients about their sexuality and Gender identity because we would like to address you correctly and helps us keep record of routine screenings. Your answers on this form will remain confidential.

Patient Name: _____

Date of Birth: _____

Gender Identity

- Female
- Male
- Transgender Female/Male-to-Female
- Transgender Male/Female-to-Male
- Non-binary/genderqueer
- Questioning
- Two Spirit
- Other: _____
- Choose not to disclose

Sex assigned at birth

- Female
- Male
- Not recorded at birth
- Intersex
- Unknown
- Choose not to disclose

Sexual Orientation

- Straight or Heterosexual
- Bisexual
- Gay
- Lesbian
- Pansexual
- Queer
- Omnisexual
- Asexual
- Something else
- Don't know
- Choose not to disclose

Patient pronouns

- she/her/hers
- he/him/his
- they/them/theirs
- ze/hir/hirs
- ey/em/eirs
- xe/xem/xyrs
- ve/vir/vis
- Other: _____
- Patient's name
- Unknown
- Decline to answer