Best practices in collecting and using data for quality improvement in language services:

Implementing clinician documentation in the electronic medical record of how patient language needs were met

Cambridge Health Alliance

Yoon Susan Choi, MA • Ffyona V. Patel, BA • Helena Santos-Martins, MD • Izabel S. Arocha, M.Ed. • Mursal Khaliif, BSN, MA • Laura Nevill, APRN • Hilary Worthen, MD • Linda Cundiff, RN, MSN • Robert P. Marlin, MD, PhD • Elisa C. Friedman, MPH

Screenshot of Documentation Tool in Epic

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Epic Documentation Tool Features

- Language of care from patient demographic information flows automatically into "Patient's Language of Care" field.
 - If English, clinicians are not required to answer "Language needs met by" question.
 - If NOT English, clinicians must answer the question for all office, telephone, and home visit encounters in order to close the chart.
- Clinicians able to select multiple options.
- Reminder with link back to the question included if clinician tries to close the chart without answering the question.