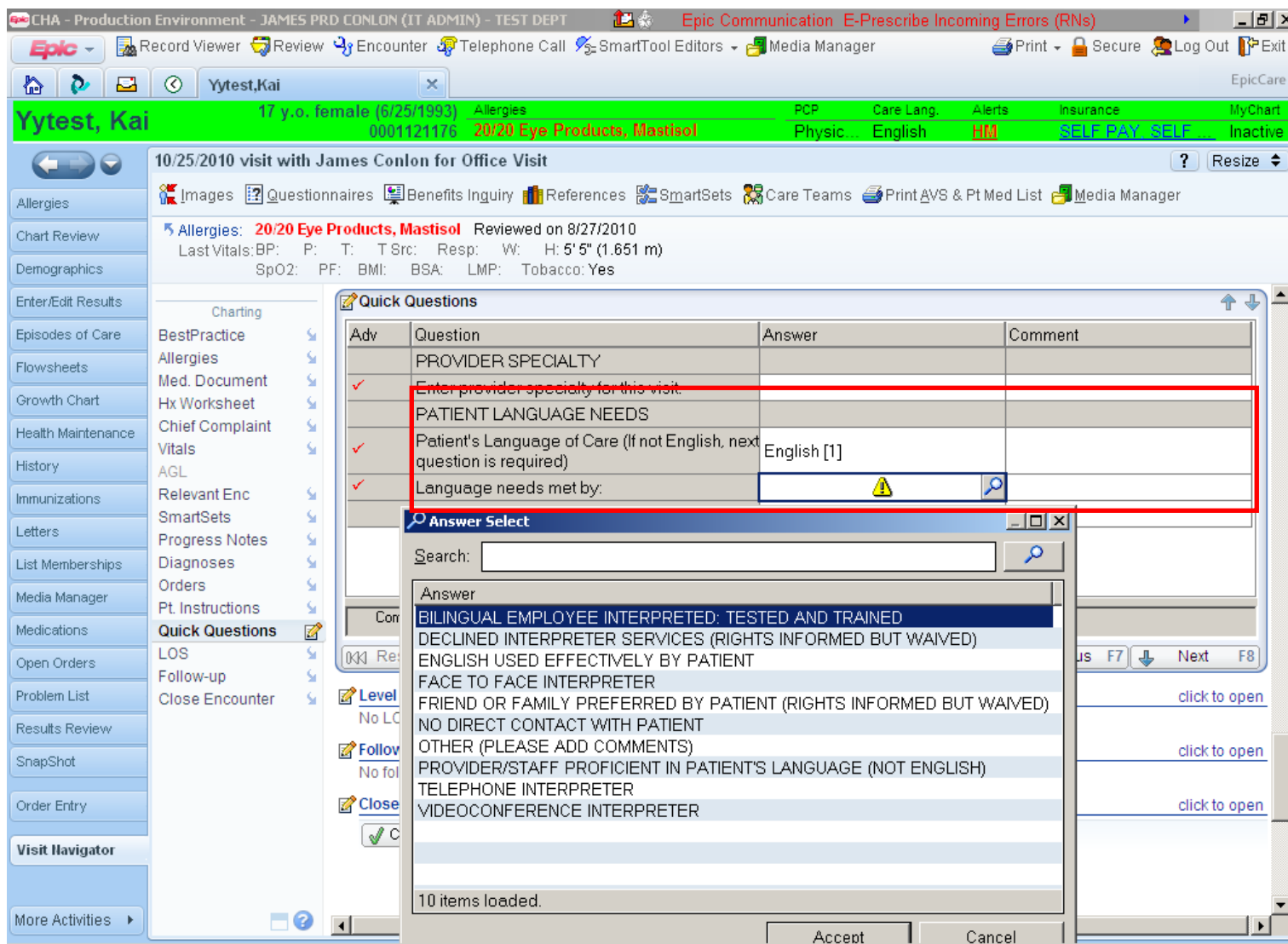


**Best practices in collecting and using data for quality improvement in language services:
Implementing clinician documentation in the electronic medical record of how patient language needs were met
Cambridge Health Alliance**

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Screenshot of Documentation Tool in Epic



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Questions? Please contact Susan Choi (ychoi@challiance.org).

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5063.0 Quality Improvement: Patient Safety and Organizational Practices

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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.