REaL Data = REAL DIFFERENCE

Establishing an Infrastructure to Improve Patient Race, Ethnicity and Language Data Collection

DLP DLP Project Workplan

Researched best practices and analyzed current state

Identified changes needed in current Registration and EMR systems

New Systems Coming! No changes Allowed!

STOP

DETOUR →

Phone calls and Meetings

END OF DETOUR

Trying to connect to the right IS staff.
- Joined forces with adult hospital
- Escalated to hospital president
- Educated all we talked to

Decided to Maximize Current State while waiting for future changes.
- Will develop training for Patient Access staff in 2016
- Will develop scripts and tools
- Will develop audit process

Keep Going!